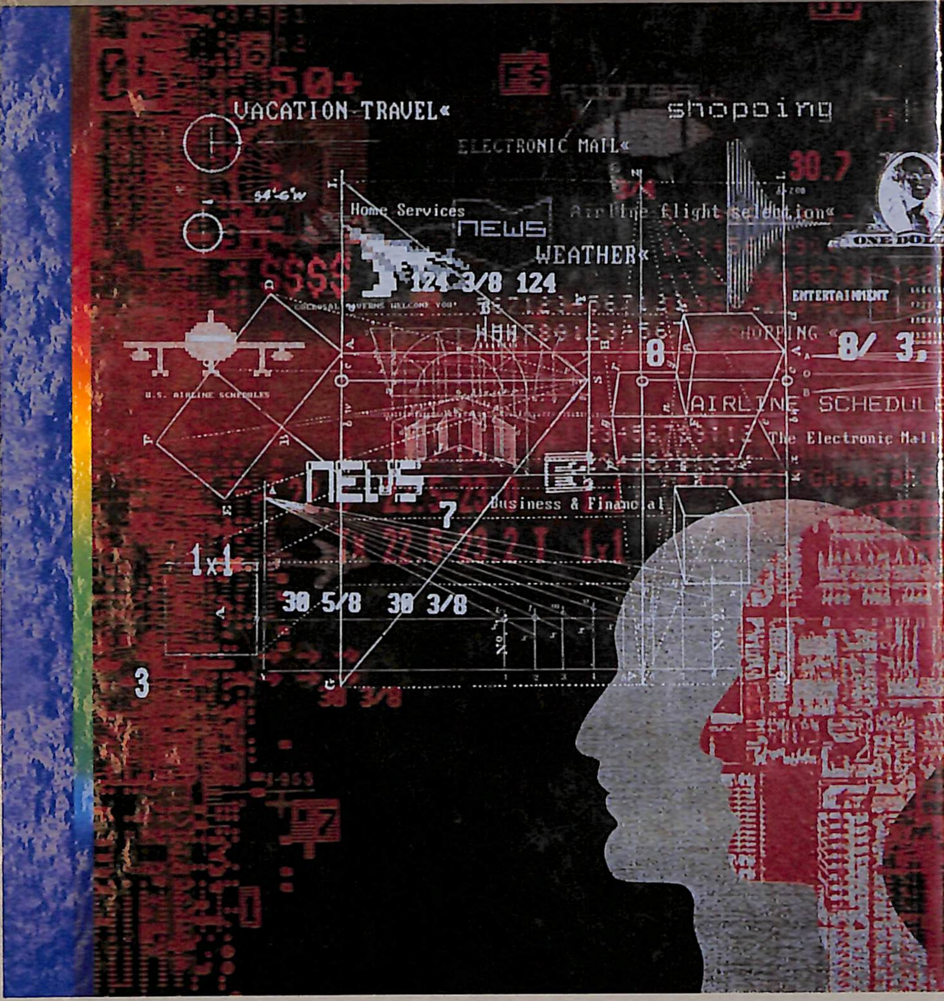
CompuServe®

Information Service

Users Guide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CompuServe Information Service

Users Guide

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Welcome

Welcome to CompuServe, the largest and fastest growing information service in the country. CompuServe will give you and your personal computer access to up-to-the-minute news and commentary, current financial reports and analysis, online games and recreation and the camaraderie of electronic clubs and discussion forums. In short, here is information that will be useful and interesting for your home and your office.

We think you will find it easy to understand and to navigate the CompuServe information system. If you are a first-time visitor, you will be pleased to see that CompuServe's hundreds of online features are organized in a logical way. Choosing the features you want is just a matter of picking a number from a menu display on your computer screen. And all of the features are organized under these general categories: Communications; News, Weather and Sports; Travel; Shopping; Money Matters; Entertainment and Games; Home, Health and Family; Reference and Education; Computers and Technology, Business and Other Interests.

CompuServe also is designed to grow with you. As you become more familiar with its structure, you can save time and money by taking advantage of the new Quick Reference Words feature to bypass scores of menus and go directly to the features you want. Throughout this reference book, you will find these handy Quick Reference Words.

How to Use This Manual

This manual uses the following symbols and techniques in describing efficient use of the CompuServe Information Service:

Words shown in all UPPER CASE denotes the entry of a keyword that must appear exactly as shown.

In this manual, some commands are listed within "quotation marks" for emphasis. Quotation marks are not part of the commands and are not to be used when typing in the commands. Blue text in examples indicates input from the user. Black text in examples indicates response or initial prompts from the computer.

Control Characters are designated throughout this manual. Control Characters are actually combinations of the [Control] key (or key designated as such by your personal computer's manual) and letter keys. When this manual refers to a [Control C] for example, proper execution of the [Control C] command is to hold down the [Control] key (or key designated as such by your personal computer manual) and then to lightly press the [C] key, releasing both at the same time.

[Enter], [Return] and [CR] indicate pressing the Carriage Return key on your personal computer keyboard. These symbols are used for clarity, in most cases. Unless specified otherwise, all user entries are terminated with a Carriage Return.

A large screen indicates an example, most often comprised of text displayed by the computer as part of a CompuServe program or service.

A small screen, usually appearing as a series, indicates that the text next to the symbols will appear on your computer screen as a multiscreen example. Blue text indicates input by the user.

Getting Started

If you received this Users Guide by purchasing a CompuServe Information Service Subscription Kit, then you also received a Subscription Booklet located in the lower compartment of the Subscription Kit box. Follow the instructions detailing the signup procedure to become a CompuServe subscriber. Also you should consult your Subscription Booklet for information on where to find local telephone access numbers and how to log on through a direct line to CompuServe, or via Tymnet, Telenet or DataPac networks. Network logon instructions are also located in the Focus On section of this manual. The booklet also contains information about suggested communication parameters for your software and hardware, rates and hours for the service, and your billing options.

Your User Profile and Password (GO PROFILE)

Also in your Subscription Booklet is a User ID number and a temporary password, along with instructions on how to use them to set up a permanent account. As a CompuServe subscriber, it is important that you understand how the number and password are used on the system.

Your User ID number is your public identification on CompuServe. Other subscribers will use it to write electronic mail (EasyPlex) to you, and it will be your calling card when you visit online forums or real-time communications services such as the CB Simulator.

On the other hand, your password must always be private. It is the key that gives you access to your account. Never lend your password to another subscriber. And never give your password over the telephone.

For extra security, you should change your password from time to time. You can do that by typing GO PASSWORD at most prompts. The system will ask you to type in your current password and then the new password you have chosen. Then you will be asked to confirm the change by typing the new password a second time. (The Change Password service is the ONLY feature on the system that requires you to enter your password. In all other cases, after you log on to the system, you NEVER have to enter your password again during that session.)

The same option will let you change other aspects of the User Profile. The first time you log on to CompuServe, you are asked questions about your computer, such as the number of characters on one line of your screen, the number of lines per screen, etc. The system files this formatting information and refers to it when transmitting information to you. If you would like to change any of this information later, you can type GO PROFILE to change your User Profile.

If You Lose Or Forget Your Password

To have a new password mailed to you, you must call the CompuServe Customer Service department (see the Customer Service section for hours and telephone numbers) and request that a new password be generated. There is a $1.50 charge for generating and mailing a password. CompuServe permanently encrypts all passwords, so they cannot be read by anyone, including the Customer Service representative. CompuServe will mail the new password to the address that is already on file for you.

For security reasons, the Customer Service representative cannot accept new address information from you over the phone. To register a change of address, write to CompuServe Incorporated, Retail Customer Administration, 5000 Arlington Centre Blvd., Columbus, Ohio 43220, or enter GO BILLING and follow the prompts for changing your billing address.

Getting Help

As a new user of CompuServe, you might like to let the system itself show you around. As part of the Instruction/User Information option is a Tour of CompuServe. If you select that option, CompuServe will explain some of the most important and popular parts of the system, with a commentary on how to use them. Type GO TOUR.

The User Information section also provides an option called "Order from CompuServe," with which you can order additional printed reference material for some specific services, if you would like, plus game merchandise, binders and many other items. Just type GO ORDER at the ! prompt.

In addition, many products and services include online help and instructions. Type HELP at any ! prompt.

Navigating CompuServe

Throughout the CompuServe Information Service, you will frequently be prompted to make a choice, enter information, or issue a command. The most common indicator of a prompt is an !. When you see an exclamation point at the end of a line, there are certain basic commands that will always work.

At some places in the Service, you will see different prompts such as : or >. In these cases, only certain commands may apply.

A reference card of common CompuServe commands is included with this manual.

The information on CompuServe is divided into screen "pages," most with a unique page number or Quick Reference Word in the upper right-hand corner. At the bottom of each page is a prompt that ends with an exclamation point (!), Such as:

```
Enter choice !
```

Or

```
Last page, enter choice !
```

At the ! Prompt, CompuServe is waiting for instructions.

There are three ways to navigate on CompuServe:

- Select a numbered choice from the menu on the screen.
- Enter a "GO" command to travel to a different page or service within CompuServe, such as GO WEATHER.
- Enter a command. For instance, if you enter the word TOP (or just the letter T) at any ! Prompt, you will be taken back to the top of the system, that is, the main menu. Make sure to press the carriage return key after each command.

In addition, some prompts will ask you if you would like to continue reading information in a particular feature. For instance:

```
Press <CR> for more !
```

is telling you that you can either (1) press a carriage return (could be marked as ENTER, RETURN or a left arrow on some keyboards) for the next page of information, (2) enter a GO command (such as GO WEATHER) to leave this feature and go to a different page or (3) enter a command such as TOP to leave this feature and go to a different area of the system.

Note: If you are at the last page of an article, pressing the carriage return key will return you to the previous menu from which you may make another selection.

Navigation Commands

The following commands will work at any ! Prompt:

GO followed by a word or page number takes you immediately to a subject area or page virtually anywhere in the CompuServe Information Service. For example, GO WEATHER takes you directly to the Weather database without going through menus. GO HOM-40 will take you directly to the home banking menu page without going through menus.

Some useful GO commands are:

- **GO BILLING** displays the connect charges you have accumulated while using CompuServe.
- **GO FEEDBACK** allows you to send a question or comment to CompuServe via electronic messaging.
- **GO MAIL** takes you to EasyPlex, CompuServe's electronic mail service, where you can send messages to other subscribers.
- **GO ORDER** takes you to an area where you can order other manuals and users guides.
- **GO PHONES** displays a list of telephone access numbers to CompuServe
- **GO QUICK** displays a list of Quick Reference Words to take you dozens of places on CompuServe quickly and easily.
- **GO TOUR** describes some of the most popular services on CompuServe.

T returns you to the TOP screen of the CompuServe menu.

M returns you to the previous menu page.

H or **?** give you HELP, a list of commands to choose from.

OFF ends your CompuServe session and disconnects you from the system.

If the prompt character is not an exclamation point, the above commands may need to be preceded by the "slash" character, such as /T.

The following commands will work at most ! prompts, depending on where you are in the CompuServe Information Service:

R redisplays the current page. This is useful if the current page has scrolled off the screen or after a HELP command.

P displays the PREVIOUS item from the last selected menu. For example, if 5 was the last choice, PREVIOUS will display item 4.

N will display the NEXT item from the previously selected menu. For instance, if 5 is the current choice, NEXT will display item 6.

F takes you FORWARD to the next page in a series of pages. (A single ENTER key will do the same thing.)

B takes you BACKWARD one page; that is, you will see the page preceding the current one.

S lets you SCROLL an entire item without another prompt until it is finished. For instance, at a menu of articles, you could enter S 2 to mean "SCROLL article number 2". This will cause the system to continuously output pages until the last page is reached. And the information will be displayed so that it fills the screen.

PER takes you to your Personal File Area.

EXIT will also take you to your Personal File Area if used at the ! Prompt. The EXIT command is also used to EXIT a subsystem. For example, this command is used to leave EasyPlex, Access, etc., and return to the menu from which you entered.

Control Characters

What if you begin reading a long document on the system only to find it isn't what you were looking for at all? Is there any way to interrupt it? Or what if the display is going too fast? Can you make it wait until you catch up? Yes, to both questions, with control character commands.

Control character commands are entered by holding down the Control key on your keyboard and simultaneously pressing a specific letter key. (Some microcomputer keyboards do not have a Control key. Consult the manuals for your computer and terminal software for the alternate key or key combination to use.)

The control character commands which are most often used on CompuServe Information Service are:

Typing codes:

[Control H] backspaces, deleting the character that was there. (Note that the character may not disappear from your screen, but it is no longer recognized by the system after you've used [Control H].)

[Control V] redisplays the line which you are typing.

[Control U] deletes the line which you are typing.

Flow codes:

[Control A] temporarily freezes the display at the end of the current line. A [Control Q] or [Control W] will resume the display.

[Control S] temporarily freezes the display immediately, even in the middle of a line. Again, [Control Q] resumes the display.

Interruption codes:

[Control O] stops the display immediately. (Unlike Controls A and S, this one cannot be resumed.)

[Control P] stops the display and usually gives you the next prompt.

[Control C] interrupts the display so that you can enter another menu selection or command. This is the "command of last resort."

Finding the Features (FIND)

CompuServe has several ways with which you can find features of interest.

You can view an index of the unique page numbers of various services by entering the Quick Reference Word GO INDEX at any prompt. Here you will have an opportunity to search for specific subjects or to display the complete list of topics.

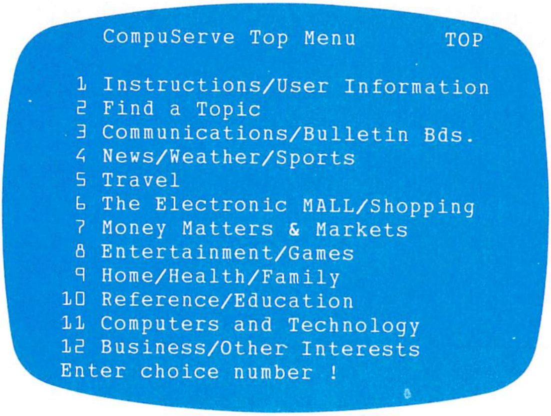
You also can locate subjects of interest by using CompuServe's unique FIND feature. At any ! Prompt, you can enter FIND followed by the subject you're looking for. (For example, FIND EDUCATION). The system then will search and report the CompuServe services that cover your topic. You then will be given a menu from which to choose.

Premium Services

Next to select product and Service names on CompuServe menus, a $ will be displayed. The $ indicates a premium service for which a usage surcharge applies. Surcharges are explained fully at the beginning of each surcharged product. Surcharged services are also listed in the Reference section of this manual and in the Subscription Booklet for new customers.

Feeling at Home

From virtually any place in the system, you are only one command away from the main menu for CompuServe. At any ! Prompt, you can enter the command TOP and return to this introductory menu:

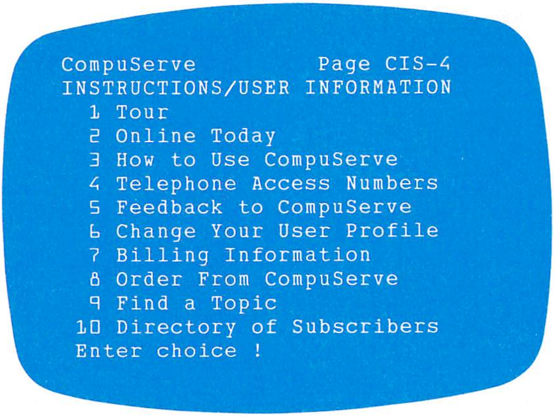


```
      CompuServe Top Menu       TOP

    1 Instructions/User Information
    2 Find a Topic
    3 Communications/Bulletin Bds.
    4 News/Weather/Sports
    5 Travel
    6 The Electronic MALL/Shopping
    7 Money Matters & Markets
    8 Entertainment/Games
    9 Home/Health/Family
   10 Reference/Education
   11 Computers and Technology
   12 Business/Other Interests
   Enter choice number !
```

This menu also outlines the main branches of the system. To visit any of these branches, enter its number at the prompt and the system will display subsequent menus so you can zero in on the features you want.

For instance, if you were to select the first option, Instructions/User Information, CompuServe would provide you with more choices on the next menu, such as:



```
CompuServe         Page CIS-4
INSTRUCTIONS/USER INFORMATION
  1 Tour
  2 Online Today
  3 How to Use CompuServe
  4 Telephone Access Numbers
  5 Feedback to CompuServe
  6 Change Your User Profile
  7 Billing Information
  8 Order From CompuServe
  9 Find a Topic
 10 Directory of Subscribers
 Enter choice !
```

Quick Reference Words

Just as the top menu is accessible with the TOP command, all of the secondary menus can be reached with Quick Reference Words. For your convenience, these quick words always are displayed in the upper right corner of important menus. For example, entering GO HELP at any ! Prompt will take you directly to this menu. As you become more familiar with the system, you will be able to use these Quick Reference Words to move from one branch of the service to another.

A current list of Quick Reference Words is available by typing GO QUICK at the ! prompt.

Summary of Services and Products

Here is a summary of the kinds of features available on each branch outlined on the main menu:

Instructions/User Information will lead you to an assortment of helpful articles and programs, from a guided tour of the system to information on billing, changing passwords and a subscribers directory. This area also includes *Online Today's Electronic Edition,* a daily report of news of events elsewhere on the system, as well as news from the world of computers. GO HELP takes you directly to the User Information area.

Find a Topic takes you to the service index feature, where you can search for features relating to specific subjects. Two Quick Reference Words can give you direct access to this area — GO INDEX or GO TOPIC.

Communications/Bulletin Boards is the route for EasyPlex Electronic Mail service, "real-time" CB Simulator, many discussion forums and special interest groups, National Bulletin Board, and the Feedback feature that lets you leave messages for Customer Service representatives at CompuServe. The Quick Reference Word for this area is GO COMMUNICATION.

News/Weather/Sports is the area for reports from wire services, from a number of major newspapers, as well as newsletters from various sources. Included are USA TODAY's Update features, the Washington Post, the St. Louis Post-Dispatch, the Associated Press Videotex, Hollywood Hotline. A special feature is the Executive News Service, using CompuServe's computer system to electronically "clip" stories of continuing interest from the AP national and state wires. Here too are the Hollywood Hotline, special sports reports and weather information from the National Weather Service and business news specials. GO NEWS is the Quick Reference Word for this area.

Travel is a branch that caters to the people on the road. It contains special features, such as Travelshopper and the Official Airline Guides, which can help with airline schedules and reservations. There also are business and leisure travel services and discussion forums for travelers. GO TRAVEL is the Quick Reference Word.

Shopping is the area that contains CompuServe's exclusive Electronic Mall™, where you can browse through dozens of stores and categories and place orders online for goods that will be delivered to your home or office and charged to a major credit card. Also available is the CompuServe software exchange, where software can be purchased and delivered electronically to your personal computer. The Quick Reference Words GO SHOP or GO SHOPPING take you to this area.

Money Matters & Markets is the financial area of the system. It includes stock market quotes services, as well as banking and brokerages, corporate reports, earnings and economic projections, business news and special discussion forums on financial matters. Quick Reference Word GO MONEY will give you fast access to this area.

Entertainment/Games is the gateway to CompuServe's extensive games library. These include multi-player games such as MegaWars, where you can pit your skills against other subscribers who are online at the same time. In addition, there are game reviews and discussion forums for game enthusiasts. Entering GO GAMES or GO ENTERTAINMENT at any ! Prompt will take you directly to this branch.

Home/Health/Family offers a wide range of services, from cooking and health topics to personal finance and home banking. For instance, available are food and wine discussion forums and the Electronic Gourmet which offers tips on preparing that special meal. Also there are health and fitness forums, as well as those for hobbies, the arts, music and literature. This branch also features home banking services, as well as shop-at-home facilities, including The Electronic Mall and Comp-u-store. Any of three Quick Reference Words — GO HOME, GO HEALTH or GO FAMILY — will reach this area.

Reference/Education leads you to electronic reference materials, such as encyclopedias and government publications. It also takes you to educational services for teachers and students, as well as features for special education and handicapped issues. Among the services offered are Grolier's Academic American Encyclopedia, U.S. Government publications, demographic information for business and education, as well as Information on Demand, a service that will research specific topics for you. GO EDUCATION and GO REFERENCE are the Quick Reference Words here.

Computers and Technology is home for a number of discussion forums about specific kinds of computers and programs. It also contains a research and reference section and directions for using your own Personal File Area on CompuServe. Entering GO COMPUTERS or GO TECHNOLOGY at the ! prompt will give you direct access to this area.

Business/Other Interests is an area devoted to corporate executives and professions, such as law, health, engineering, aviation, real estate, etc. Available are newsletters and periodicals as well as online discussion forums about the professions. Quick Reference Words here are GO BUSINESS, GO PROFESSIONS, GO INTERESTS.

Staying on Top of Things

New features are being added to CompuServe all the time. As a subscriber, you have resources in print and online to keep you informed of new services.

For instance, as a CompuServe subscriber, you receive in the mail the monthly *Online Today* magazine which includes news of CompuServe services. Regularly included in the magazine are booklets called "Highlights" and "Product Summary Guide" that keep you abreast of the newest and the latest services and summaries of specific commands.

On the system, you also can visit *Online Today Electronic Edition* which is an extension of the monthly printed edition. It is updated daily and includes a "Community News" section to report on events around CompuServe. To reach it, enter GO OLT at any ! Prompt.

Also once a week, CompuServe updates a feature called "What's New" that tells you about the latest online features. GO NEW will take you to the most recent edition of that feature. The "What's New" notice will appear the first two times you log in after a new one is installed.

More Help — Personal Service

If you have questions about the system or suggestions for changes or additions, you can communicate online with CompuServe's Customer Service Department through the Feedback area.

Enter GO FEEDBACK at any ! Prompt and you will be given an opportunity to write an electronic mail message. It will automatically be delivered to the Customer Service Department. Your reply will be posted to your EasyPlex mailbox. You are not billed for connect time while using Feedback. If you are using a supplementary network (one other than the CompuServe network), you will be billed for your communications surcharge, however.

If you're reporting trouble using the service, please provide as much detail as possible, such as the exact error message received, the area of the service you were using prior to the error message, the time and date, and the nature of the problem.

Should you need more immediate assistance, such as help logging on, you can call the Customer Service staff by telephone. The representatives are on duty from 8 a.m. to midnight Monday through Friday and from 2 p.m. to midnight on weekends (Eastern time). Holiday hours will vary. Call one of these numbers:

- 800/848-8990 From outside Ohio and within the contiguous United States.
- 614/457-8650 From within Ohio and from outside the contiguous United States.

Help from Other Subscribers

Sometimes CompuServe's own subscribers can provide the information you are looking for. For instance, the group of discussion forums in the Computer and Technology area of the system regularly fields questions about how to use certain computer equipment features, what programs are available for your equipment, new developments since you bought your computer, etc. Using the FIND option at the ! Prompt can give you a quick list of relevant forums. (For instance, FIND IBM.)

If your questions relate to using online services, you might want to visit the Online Computer Connection forum, another extension of *Online Today* magazine, by entering GO OCC at any prompt. This forum has an area set aside to deal with questions from new users.

Also the CB Simulator provides "live" communications with other subscribers, many of whom are eager to help. Many longtime CBers know short-cuts to share or tips on which commands to use with specific services. GO CB will take you directly to that feature.

But remember not to give your password to anyone, even another subscriber who is helping you. Except for the Change Your Password option, there are no features or commands on the system that require you to re-enter your password once you have logged on.

Ordering Guides, Manuals and Other Products (GO ORDER)

The GO ORDER area of CompuServe includes a feature where you can order items from CompuServe, including instructional guides and manuals. The feature gives you an opportunity to read a description of the products before ordering. The material you order will be charged to your CompuServe account. Allow four weeks for delivery. Orders made within the continental United States to addresses other than P.O. Box will be delivered by United Parcel Service (UPS). Others will be delivered via the U.S. Postal Service. Type GO ORDER to reach the product ordering area.

Your Bill (GO BILLING)

You can review your CompuServe charges online by visiting the "Billing Information" option of the HELP menu or by entering GO BILLING at any prompt. The billing feature also gives you an option to have a printout of the charges mailed to you for a small handling fee, change your billing option or billing address.

Finding the Access Phone Number for Your Area (GO PHONES)

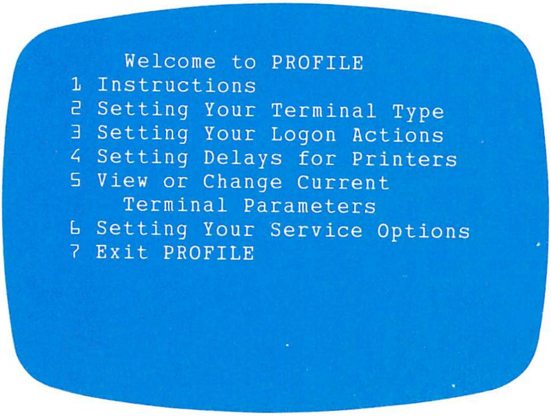
You can find an up-to-date list of CompuServe access numbers by entering GO PHONES at any ! prompt. You can search by area code or by city and state as well as by baud rate, or you can get a list of all access numbers.

Profile

Setting Your User Profile (GO PROFILE)

Your User Profile is an area which allows you to set up your personal computer to display information in a certain format, to change your password, billing address or to notify CompuServe of your change of address.

CompuServe can be accessed by many different types of computers. Some have screen widths of 40 characters, while others display 80 characters per line; some display 16 lines on a screen, and other screens display 24, for example. But you can tailor the way CompuServe displays information on your screen, to take advantage of the characteristics of your computer. You do this by changing your user profile. You can enter GO PROFILE or select option 1 — "Instructions/User Information" — from the TOP menu and then option 6 — "Change your user profile" — then select "Terminal Settings" from the next menu and you'll see this:



```
    Welcome to PROFILE
1 Instructions
2 Setting Your Terminal Type
3 Setting Your Logon Actions
4 Setting Delays for Printers
5 View or Change Current
    Terminal Parameters
6 Setting Your Service Options
7 Exit PROFILE
```

Fine Tuning Your Display

The easiest way to utilize the capabilities of PROFILE is to set your terminal type. When you do this, PROFILE will automatically set certain terminal parameters that are commonly associated with the terminal type chosen. However, if you are not satisfied with the way information is displayed on your screen after setting your terminal type, you can "fine tune" it by choosing option 5 and change specific terminal parameter settings.

Option 5 allows you to specify line width, page size, form feeds, horizontal tabs, upper and lower case, line feeds, parity and blank lines.

After adjusting the way information is displayed on your screen, you can customize it for your own needs. For example, when you log on and have electronic mail waiting, the system will automatically take you to EasyPlex if you want it to. Or if your first stop whenever you log into CompuServe is stock market information, you can have the system automatically run MicroQuote.

By selecting "Create/Edit Your Personal Menu" from the "Setting Your Logon Actions" selection, you can even design your own personal menu of services that you most often use. This menu can contain up to 10 choices. For each choice, you specify the service or feature you wish to access and a brief description. Then, each time you log on, you will be shown your own customized menu from which to choose.

Option 6 — "Setting your Service options" — allows further customization. For example, more experienced customers may prefer to "turn off" the menus in select areas by selecting "expert mode." This will display brief prompts instead of full menus. Also, you can alter the "paged display" of text. When paged display is "off," articles will be presented from beginning to end without any pauses between pages. When it is "on," articles will be formatted to the number of lines per page you have set. You will be prompted to continue after each page is presented.

When you make changes in your user profile, you will be asked if the changes are permanent or for this session only. Don't be afraid of the word "permanent" — it means "permanent until you change them again." You can make adjustments in your user profile at any time.

Changing Your Profile at Any Prompt (SET)

You can even temporarily change your profile without going to the PROFILE section of the system with the SET command. The SET command is used to check and change your user options. At any ! or OK prompt in the system, enter SET and you'll be prompted for an option. For a list of choices, type HELP.

The format for using the SET command is "SET subcommand argument." For example, if you normally access CompuServe with an IBM PC with an 80-character, 24-line screen, but you want to log in with a TRS-80 Model 100 lap portable, you could easily adjust the display by entering "SET WID 40" and "SET LIN 8".

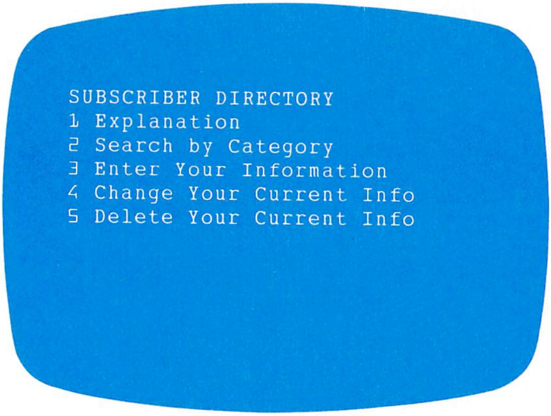
Extensive online HELP is available in the PROFILE area. Option 1, "Instructions," offers an explanation of each option. You can also get an explanation of each option by entering HELP at any prompt within the PROFILE area.

User Directory

The Subscriber Directory provides a way to locate other subscribers with specific interests, within a particular geographic location, or who use a specific brand of computer. You can use the directory to obtain the User ID number of other subscribers so you can communicate with them via electronic mail or through other communications services.

Using the Subscriber Directory (GO DIRECTORY)

To reach the Subscriber Directory, enter GO DIRECTORY. You'll see this menu:



```
SUBSCRIBER DIRECTORY
1 Explanation
2 Search by Category
3 Enter Your Information
4 Change Your Current Info
5 Delete Your Current Info
```

Searching for Other Subscribers

To search for other subscribers, choose option 2. You can search the directory for other subscribers based on their User ID number, name, city, interests or computer brand. The system will search the directory for you and report how many subscribers are on file with the specification you listed. Then it will begin displaying the list, something like this:

```
70004,002  DOE, JOHN
BOSTON, MA
APPLE COMPAQ
CB/WRITING/SAILING
```

After several subscribers are listed, you'll see a prompt allowing you to continue. If you enter M at this prompt, you'll return to the previous menu.

Listing Your Information in the Directory

Option 3 will allow you to add your own information to the directory. You will be prompted for your name, city, state, type of computer and interests. After entering the information, your listing will be reviewed and will be added to the Subscriber Directory within one week.

Later, if you want to change any part of the information listed in your entry, you may do this with option 4. You can delete the whole entry with option 5.

Billing

Billing Options

- Charge Card Billing Option
- CHECKFREE Billing Option
- Business Account Billing Option (by prior approval only)

Charge Card Billing Option

With the charge card billing option, you have your CompuServe charges sent to your MasterCard or VISA charge card account, whichever you select. You provide us your charge card information and we report the billing information to the bank. Each month, your MasterCard or VISA statement lists your CompuServe charges. You make your payment to your MasterCard or Visa account. There is no CompuServe billing service charge for this option.

CHECKFREE Billing Option

If you have a billing address within the United States and a bank checking account, you can join thousands of subscribers who prefer to pay for their CompuServe charges through the CHECKFREE method.

The CHECKFREE computer network and the Federal Reserve electronically link financial institutions. CompuServe and CHECKFREE allow you to make your CompuServe payment electronically from your checking account without having to write a check.

You provide CompuServe with your bank's name, address, routing transit number and checking account number right from your check during online subscription. Your CompuServe charges and your payment date are made available to you online well in advance of the payment date. On the precise payment date, CHECKFREE asks your bank to pay CompuServe the proper amount from your checking account on your behalf. The bank makes your payment for you and afterward itemizes it on your checking account statement.

This is the same proven method that the Federal Government uses to make direct deposits of Social Security payment to its recipients.

It is important to note that it is your bank that actually makes the payment for you and the steps the bank takes are exactly the same that are taken with an ordinary paper check in the last stages of posting. Since CHECKFREE is electronic, there is no paper handling and little chance for handling error.

There is no CompuServe billing service charge for this billing option.

Business Account Billing Option

Businesses with qualifying credit may request the Business Account option. An application and special agreement must be completed and sent to CompuServe. Upon credit approval, the qualified business will be set up for this billing option.

Prior to becoming a Business Account subscriber, you can use the online subscription to set-up your account by selecting the Checkfree, VISA, or MasterCard billing option. You can convert to a Business Account billing option later.

An Application/Agreement form with instructions can be obtained by writing: CompuServe Customer Administration Department, P.O. Box 20212, Columbus, OH 43220, or through the online Feedback service after subscribing.

Changing Your Billing Option

If you want to change your method of billing or change your billing address, enter GO BILLING at a ! prompt. You will be prompted for the new information.

Your Charges

You can review your CompuServe charges online by visiting the "Billing Information" option of the Instructions/User Information menu or by entering GO BILLING at any prompt. When reviewing your charges, you can also have a printout of the charges mailed to you for a small handling fee. The Billing Information menu also allows you to select to change your billing option or billing address, read about the billing options or the rates.

Understanding Your Charges

There are several types of reports available online. You can look at the current week's charges — including the connect time amount, purchases, and communcations surcharges. It might look like this:

```
 CURRENT WEEK'S INFORMATION
Through 05/02/85
ITEM USED/PURCH.          TIME     $CHGD
----------------          ----     -----
Connect                    :25      5.35
Commun. Surch.             :25       .12
```

You can get a week-by-week summary of your charges for approximately the last eight weeks, which might look something like this:

```
WK-ENDING                         DATE
DATE               $CHGD          BILLED
---------          -----          ------
2/23               $7.91           3/ 9
3/ 2               $3.93           3/ 9
3/ 9              $10.92           3/ 9
3/16               $3.01           3/30
3/23               $5.12           3/30
4/ 6              $10.17           4/13
4/13              $10.96           4/13
4/20               $3.05           4/27
4/27              $16.77           4/27
```

And you can see a "Transaction/Session Analysis" for any of those weeks. An example:

```
Week ending 4/27
DATE CODE LOGIN/OUT     MIN  $CHGD
---- ---- ---------     ---  -----
 421 CS2   7:00/ 7:26    26   5.53
 422 CS2   7:09/ 7:24    16   3.40
 422 CP2  12:20/12:25     6   1.53
 423 CS2   6:48/ 6:49     1    .22
 425 TS    6:40/ 6:46     6   1.03
 426 TP2   8:02/ 8:11     9   3.75
 426 CS   22:49/22:50     2    .43
 427 CS    7:55/ 7:56     1    .22
```

This is a detailed account of every time you logged on to CompuServe — including the date, time of logon and logoff, the number of minutes you were online, and the charges for that time. The second column — Code — tracks the method by which you connected to CompuServe, whether by using CompuServe's own network or a packet network, and the baud rate for each session. For example, CP2 means the CompuServe network was used during prime time at 1200 baud; TS means Tymnet was used during standard connect time at 300 baud; CS means the CompuServe network was used during standard connect time at 300 baud. A complete list of codes is also available in this service.

Account Inquiries

If, after reviewing your charges and the online instructional information, you have a question or problem, the best way to submit this query is to select "Feedback to CompuServe" from the Instructions/User Information menu. Since an account inquiry usually requires research and processing, you may expect an EasyPlex reply within 10 days. If you need to receive a reply via a method other than EasyPlex, please include this in your Feedback message.

You also may call Customer Service to submit your account inquiry. However, the representative will most likely have to enter your inquiry into a message system for CompuServe's Account Inquiry department for research. Feedback messages will reach the Account Inquiry department the quickest. Called-in account inquiries will typically be responded to by EasyPlex, callback, or letter, in that order.

Executive Service

CompuServe users can expand their online resources by selecting the Executive Service, which provides access to additional information features, augmented online storage facilities and discounts on many CompuServe products.

CompuServe products and services which are included in the Executive Service appear on menus with the letter "E" next to them.

More Electronic Resources Available

Your membership in the Executive Service gives you access to exclusive services, including:

- **Ticker Retrieval,** a valuable investment management tool for investors.
- **Security Screening,** a flexible tool for identifying personally attractive investment candidates.
- **Return Analysis,** a useful method for measuring the performance of investments during key time periods.
- **Disclosure II,** a leading financial resource for information about specific corporations.
- **Executive News Service,** a powerful news management service for automatic retrieval of Associated Press dispatches on subjects of continuing interest.
- **SuperSite** a comprehensive source for demographic data from any county or zip code area in the nation.
- **Institutional Broker's Estimate System,** a respected Wall Street source for earning forecasts of U.S. corporations.

Other Features Available

In addition, Executive Service subscribers receive:

- Fifty percent increase in the amount of online storage available in their personal file area, and an opportunity to buy additional storage space at a reduced rate.
- Six-month storage period for online files without additional charge.
- Ten percent discount on the purchase of many CompuServe products.

- Direct marketing offers for goods and services from CompuServe's affiliated merchants and manufacturers.
- Enhanced Customer Service support.

Costs and Billing

Subscribers to the Executive Service agree to pay a $10 minimum monthly charge. In addition, those who already subscribe to CompuServe can upgrade to the Executive Service by paying a one-time processing fee of $10.

Executive Service subscribers may use an American Express Card billing option for monthly payments.

Signing Up for the Executive Service

New customers to CompuServe can sign up for the Executive Service during the first logon session. After that, customers may sign up for the Executive Service off the Billing Information menu by typing GO BILLING at most ! prompts.

Customers will also be presented with the oppportunity to sign up when attempting to use an Executive Service product or service offering.

EasyPlex (GO EASYPLEX)

EasyPlex is the electronic mail service of the CompuServe Information Service. It is easy for novice users and flexible to meet the needs of expert users.

New features include:

- **Electronic Address Book** to keep track of the names and User ID numbers of the people you communicate with regularly. You can also enter your own name in the address book so you will not be prompted for the *From:* information when you send a message.
- **Longer Messages**. EasyPlex messages can be up to 8K (about 8,000 characters) long, two times longer than CompuServe's old Email program.
- **Time Savers**. For instance, with EasyPlex, you can imbed the *To:*, *From:* and *Subject:* information in your message so you will not be prompted for that information.
- **Easier Correspondence Management**. A Read Mail Menu lists all pending messages sent to you. You may read one message at a time, selected messages or all messages.
- **Fast Reply Options**. An easy reply option lets you send a quick answer to your online correspondents without having to remember User ID numbers. And you can forward a message to another user and even precede it with an explanatory note of your own.
- **Several Writing Options**. The EasyPlex service gives you a choice of two line editors for composing messages online. Or, if you prefer, you can mail a file from your Personal File Area (PER) or upload a letter you have composed offline with your word processor.

Getting Started

As this manual will explain, EasyPlex has three different modes of operation:

- Menu mode, for beginners.
- Prompt mode, for intermediate users.
- Command mode, for experienced users.

The modes are not different in terms of operation — all the functions of the EasyPlex service can be used in any of the modes. The difference is simply the way the EasyPlex requests appear on the screen.

Menu mode displays a screen of numbered options all along the way, while you read, write and send your mail. That makes it ideal for learning to use electronic mail. The first time you visit EasyPlex, you will be in menu mode, as you will in all subsequent uses until you decide to move to another mode. For that reason, most of the examples in this guide will take its illustrations from the menu mode.

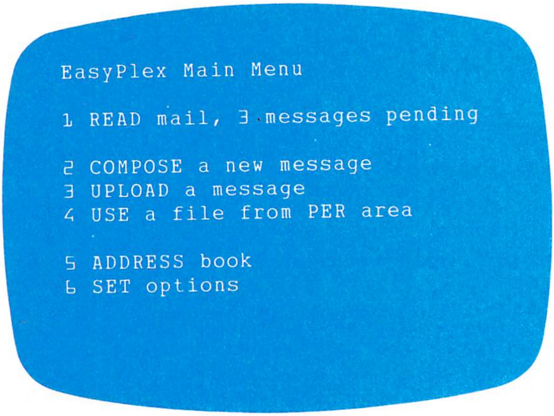
Prompt mode sums up some of the more useful options in a single line instead of a full screen.

Command mode, the expert level, gives you a single-word prompt and expects you to already know what options are available.

Of course, in all three levels, online help is available in case you forget what you can do next.

In addition to the mode of operation, you can select the kind of *editor* you want to use in writing your messages. The easiest (and the one you will be given on your first visit) features line numbers. However, more experienced users might be more comfortable with an non-line-numbered editor (such as *EDIT* used elsewhere in the service.) One of the user options lets you change to that editor. (See Setting Your EasyPlex Options, within EasyPlex.)

To reach the EasyPlex service, enter **GO EASY** or **GO EASYPLEX** at any prompt (or **R EASYPLEX** at the OK prompt of the Personal File Area). That will display a menu like this:



```
EasyPlex Main Menu

1 READ mail, 3 messages pending

2 COMPOSE a new message
3 UPLOAD a message
4 USE a file from PER area

5 ADDRESS book
6 SET options
```

(If you do not have messages waiting Option 1 will be replaced with *** *No mail waiting* ***)

This menu illustrates the half dozen basic functions of EasyPlex — reading, composing, uploading, using files from your Personal File Area (PER), managing the address book, and setting your EasyPlex options.

While in menu mode you may select from numbered choices, but you are not limited to those. On any of the menus in the EasyPlex service, you can use commands as shown in uppercase. For instance, on the main menu, Option 1 is READ mail. You can enter the number 1 for that option, or type READ (or just REA). You will find this is a good practice to prepare yourself for advancing to prompt mode or command mode later on, since in those modes you will need to use the commands instead of numbers.

As elsewhere in the CompuServe service, each option on the main menu represents a branch to other more specific options. For example, when you select the compose option, EasyPlex lets you write a letter, then displays more options — in this case, to send, to edit first or redisplay it for proofreading.

The rest of this guide will explain how to use each of the six main options.

Getting More Help Online

At any prompt in the EasyPlex service, you can return to a familiar previous menu or prompt by pressing [Enter] or [Return] on your computer keyboard. That also aborts an action. For example, if you are at a *Send to:* prompt and decide not to post the message after all, pressing [Enter] will cancel that action and return you to the previous menu.

If you are ever unsure of what to do while using the EasyPlex service, there is plenty of online help information available. Just type HELP at any EasyPlex menu or prompt. This will give you a list of commands that are valid at this point followed by *Enter HELP selection or <Enter> to continue:*. Then you can type in one of the commands for further details. Or, if you already know which command you need more information about, just enter HELP command (such as HELP ADDRESS).

Also, for a complete list of HELP information, type DOCUMENTATION at the EasyPlex main menu. This will produce the equivalent of about 14 pages of information in printed form.

To stay abreast of the newest features and learn tips on using EasyPlex, type NEWS at the EasyPex main menu.

Reading Mail

As mentioned in the previous chapter, if you have mail waiting, Option 1 of the main menu will let you read it. When you choose that option, you will see a menu something like this:

```
EasyPlex Read Menu

1 Don/Hello to you
2 Sandy/Will you be at the party?

0 READ ALL 2 messages
```

Each of your letters will have a separate number.

You can read one letter at a time, or both messages together by typing *0.* Or, if several messages are pending, you can enter a range of message numbers (3-5), or a series of message numbers, (2,6,7-10).

In this example, if you choose Option 1, Don's letter will be displayed, and then you will see another menu:

```
EasyPlex Action Menu

** Don/Hello to you **

1 DELETE this message
2 FILE in PER area
3 FORWARD
4 REREAD message
5 REPLY
6 SAVE in mailbox
```

Option 1 is obvious — it deletes the message from your mailbox.

Option 2 will ask you for a file name and then store the letter in your Personal File Area. (For more on PER, see THE UPLOAD OPTION AND USING FILES FROM THE PER AREA within EasyPlex.)

Option 3 allows you to send Don's letter to somebody else. If you choose this option, you will see:

```
EasyPlex Compose
Enter comment. (/EXIT when done)
1:
```

Now you can explain to your friend that you are forwarding an EasyPlex message you received from Don. When you type */EXIT* you will get the following menu:

```
EasyPlex Send Menu

For current comment

1 SEND
2 EDIT
3 TYPE
4 FILE DRAFT copy
```

After choosing Option 1 from the Send Menu, you will be asked for the User ID number of the person you are sending the letter to, for your own name (unless you have stored your name in the Address Book) and for the subject of your letter. The recipient will see your comments, then a broken line with the notation *forwarded message* and then Don's complete EasyPlex message, including the date, Don's name, the subject and the message.

Option 4 on the Action menu simply redisplays Don's letter.

Option 5 allows you to immediately reply to Don without having to remember his User ID number. You will be put into the compose mode as shown with the FORWARD option, so you can write your reply. When you choose Option 5, you'll see:

```
EasyPlex Compose

Enter reply. (/EXIT when done)
1:
```

When you type */EXIT* the system will display the EasyPlex Send Menu, allowing you to SEND, EDIT, TYPE or FILE DRAFT. When you SEND your letter, EasyPlex will remember Don's User ID number and subject and send your letter to him, all without losing your place while reading your own mail.

Option 6 will keep the letter in your mailbox. The next time you use EasyPlex, it will appear on your READ Menu along with any new messages you receive.

After disposing of Don's letter you will have a chance to read Sandy's letter the same way.

Remember, you can type in any of the commands shown on the Action Menu, while reading your message. You do not have to return to the menu to act on the message.

Incidentally, if you try to leave the EasyPlex service without disposing of the messages you read, the system will tell you about it with a message such as: *You have not disposed of 2 retrieved messages. Delete these messages? (YES or NO)*. If you say no, the messages will be saved, just as if you had chosen Option 6.

Caution, though: it is not a good idea to routinely save messages in your mailbox. Your mailbox can hold 20 letters. If your mailbox is full and someone tries to send you another one, it will be returned to the sender. A better way to keep old mail is to file it in your PER area, as mentioned above.

Other Commands Available at the Main Menu

There are other options available for reading your mail, even though they are not listed on the menu.

READ ALL

There are quick ways to read all your messages at once or certain selected EasyPlex messages.

As explained, choosing Option 1 from the Main Menu (READ mail) gives you a Read menu. If you want to read all your mail at once, you can choose Option 0 from that menu. But there is a faster way to do this. Instead of choosing Option 1, just type READ ALL at the Main Menu. Also, if you have many EasyPlex messages you can select a range of message numbers to be read (Read 1-4) or a list of message numbers (Read 2,5,6) or both (Read 2,5-7). The first message you selected will be displayed followed by:

```
Last page. Key command
Or <Enter> to continue !
```

If you press Enter you will get the EasyPlex Action Menu we have seen, allowing you to delete, forward, reread, reply or save the message. However, if you type NEXT at the end of your first message, you will proceed immediately to the next message and bypass the Action Menu.

RECEIVE ALL

Another fast way to read all your messages at once is to type RECEIVE ALL at the Main Menu. That will display each message, with the prompt

Last page. Key command Or Enter *to continue* between each message. However, unlike the READ command, RECEIVE will always bypass the Action Menu. Then, if you set your options to not page (see *Setting your EasyPlex Options*), your messages will display continuously without seeing the prompt *Last page. Key command.* When you exit from EasyPlex you will be asked whether to delete or save the messages you received.

SCAN

Another Read option not shown on the menu is the Scan command. Instead of selecting one of the menu choices, type the word SCAN at the menu prompt. It will display something like this:

```
1 Charlie/A quick reply
  11-Jan-85 23:13 70002,002 Length 350
2 Charlie/Forgot to tell you this
  11-Jan-85 23:20 70002,002 Length 34
```

SCAN not only tells you who sent the mail and the subject but when it was posted, User ID number of the sender, and length of the message in characters.

DELETE

There may be instances where you can determine by the subject of a message that you do not want to read it. The DELETE command can be entered at the Read Menu on the EasyPlex Main Menu and you can then specify the messages to be deleted. You will be prompted for verification to delete if the message has not been read.

UNDELETE

Finally, if you delete a message inadvertently, you can type UNDELETE at the Main Menu to put it back in your mailbox. When you type UNDELETE, you will get an EasyPlex Undelete Menu if in menu mode. In prompt or command mode you will be asked for a message number. The UNDELETE command must be done during your current session, prior to exiting EasyPlex. After you leave the EasyPlex service, there is no way of getting the message back. When you leave EasyPlex after undeleting a message, the system will remind you that you have not disposed of the message(s) you read and ask again if you want to delete it.

Download

If you prefer to save your messages on your own computer for later reference, you may want to use the DOWNLOAD command, available at either the Main Menu or Read Menu. A menu of messages pending will be presented where you may select a range of messages, a list of messages or choice 0 to download all messages. If using CompuServe's VIDTEX software, it is assumed the download will be performed using B protocol. You are then prompted for a file name on your computer where you want your messages downloaded and the transfer will begin. If you are not using VIDTEX, you may choose to download using XMODEM protocol or data capture buffer protocol. You will be advised that the transfer is starting, and you must then use procedures included with your communications program to initiate the download procedure. Whatever protocol you use, you will be advised when the file transfer is completed. Also, since you do not receive an Action Menu for each message downloaded, you will be prompted whether to delete or save the messages received when you exit from EasyPlex.

Mail Call

By the way, if there is a message in your mailbox, CompuServe will inform you when you log in that *You have electronic mail waiting.* However, if you want to automatically go to EasyPlex, when you have mail waiting, you can reset your logon actions by changing your user profile. Just enter GO PROFILE at any prompt in the service and select option 1, Terminal Settings. Then select option 3, "Setting Your Logon Actions" from the next menu.

Your EasyPlex Address Book

Your EasyPlex Address Book is a list of names and User ID numbers that can be used to easily send mail to your friends.

To use your address book, choose Option 5 from the Main Menu (or just type ADDRESS at the prompt). The next menu will look like this:

```
EasyPlex Address Book

    1 INSERT an entry
    2 CHANGE an entry
    3 DELETE an entry
    4 LIST Address Book
    5 Enter/Change your own NAME
```

To make entries in your address book, choose Option 1. The system will ask for a name. Type in a friend's or associate's name — up to 30 characters long. The system then will ask for the person's User ID number, then prompt for another name.

You can put up to 50 names in your Address Book. When you have finished, press Enter at the next *Name:* prompt and that will return you to the Address Book menu.

It makes no difference in what order you list names in the Address Book. As you enter names the EasyPlex service will number each entry in your address book. The numbers are simply to make it more convenient for you to make changes later.

To review your Address Book, choose Option 4. Your Address Book will look something like this:

```
1 Charlie            70002,002
2 Pamela             70002,003
3 Pat                70007,006
```

If you see a mistake in a name or User ID number, note the address number and change it with Option 2. EasyPlex will display the old name and User ID number and prompt you for your change. Option 3 will delete an entry, first asking which number to delete.

If at any point you change your mind, pressing Enter before typing a command will leave the item unchanged and return you to the Address Book Menu.

Using your Address Book

The Address Book will save you time when you are mailing electronic letters.

Now, when you send a letter to someone in your Address Book, simply fill in the name at the *Send to (Name or User ID):* prompt and leave it to EasyPlex to check your book for the User ID number. You need not supply the full name. EasyPlex will search for a match with the search term you enter at the *Send to . . .* prompt.

What if you have more than one entry in the book with the same name? EasyPlex will display both names and their User ID numbers and ask you to choose.

For more on sending messages, see the next chapter, WRITING AND SEND MAIL.

Getting Your Own Name on the Record

You can speed your letter mailing and avoid entering your name every time you send a letter by storing your own name in your Address Book.

Just choose Option 5, *Enter/Change your NAME.*

EasyPlex will use that name for all the letters you send. And you can change or delete it at any time by choosing Option 5.

Writing and Sending Mail

The second option on the EasyPlex Main Menu allows you to compose and send messages. Select it and you will see:

```
EasyPlex Compose

Enter message. (/EXIT when done)
1:
```

This is the line-numbered editor. (More experienced users may want to set their options to use the non-line-numbered editor similar to EDIT. Information about setting options can be found in SETTING YOUR EASYPLEX OPTIONS, within EasyPlex.)

Type in your message, pressing [Enter] after each line. No line should exceed 80 characters. Every time you press [Enter] you will get a new line number. The recipient will not see these line numbers — they are there for your benefit while you are composing, in case you want to make a change later on.

How much can you write? Quite a bit. Each EasyPlex message can contain about 8,000 characters, but no more than 600 lines. If using the non-line-numbered editor, you can check the number of characters or lines by typing /CHARS or /LINES.

When you are finished, type /EXIT. You will get this menu:

```
EasyPlex Send Menu

For current message

1 SEND
2 EDIT
3 TYPE
4 FILE DRAFT copy
```

Option 3 will simply display the whole message to you. If you choose this option and see something you would like to change, remember the line number.

(By the way, if you are using the non-line-numbered editor, you will bypass this menu and be prompted for *Send To:* information immediately after exiting the compose mode. This is because you can type */SEND* and */TYPE* while in compose as well as issue any of the editing commands.)

Editing Online

When the Send Menu comes up, choose Option 2 to edit your message. You will get this menu:

```
EasyPlex Edit Menu

 1 CHANGE characters in line
 2 REPLACE line
 3 DELETE line
 4 INSERT new line(s)
 5 TYPE all lines

 0 SEND message
```

Quite a lot to choose from here.

To review your message, choose Option 5. A number will be displayed before each line and you should note that line number in case you want to make a change. If you want to change a word or two in a line, choose Option 1. EasyPlex will ask which line number and then will display the line as it now exists and ask what text to replace. Type in the word or phrase you want to change. EasyPlex will then prompt you for the replacement text. Type in the new word or phrase. The new line will be displayed, along with the Edit Menu again. If you made a mistake while editing, you can choose Option 1 again and fix it. Or you can choose Option 1 and edit a different line.

Remember that we said there were Read options available, like RECEIVE, that were not on the menu. The same is true here. For instance, if you are not sure which line the mistake is on, you can have the system search for it. Type the word LOCATE instead of choosing one of the editing options. The editor will ask *Text to locate:* Fill in the word or phrase and the editor will display all the lines it is in and repeat the Edit Menu. Now you can choose Option 1 and make your changes.

If you want to add some text to the end of a line, type the word APPEND instead of choosing one of the editing options. The editor will ask which line number to append, and allow you to enter more text to the end of that line.

Option 2 will replace the current line with a new line of text.

If you choose Option 3 the editor will ask which line(s) to delete. If you know you want to delete more than one line, you can type DELETE and a range of line numbers (DEL 1-3).

If you choose Option 4, the editor will ask *Insert after which line (0 if at top)*; if you specify line 2, you will get a prompt for line 3. At this point, you can type as many lines as you want, and they will be inserted between line 2 and what used to be line 3. If you specify 0, you can type new lines at the beginning of your message.

If you have made a number of editing changes, you might want to choose Option 5 and re-read your message before you send it. If you don't want to type the entire message, you can type out selected lines by entering TYPE and a range of numbers (TYPE 1-10).

Sending It On Its Way

After you are finished with your editing, you will be ready to flag down the electronic postman. Choose Option 1 from the Send Menu or Option 0 from the Edit Menu and EasyPlex will ask:

```
Send to (Name or User ID):
```

If you have not put your friends' names in your online Address Book then carefully fill in the User ID number of the person to whom you want to send the message.

If you wish to send your message to more than one person, you can enter a maximum of 10 names and/or User ID numbers, separating them with a semi-colon (;). For example:

```
Send to (Name or User ID): JANE;JOHN;70001,001
```

EasyPlex will prompt you for a subject to be entered. The subject can be up to 32 characters long.

If you have entered your name in the Address Book, you will not be prompted for it. If you have not, EasyPlex will prompt you for your name.

Then Easyplex will redisplay the *To:*, *From:* and *Subject:* lines and ask if this is correct. If it is, your message will be sent on its way. If it is not correct, the message will not be sent and you will be returned to the Send Menu.

If at any time — even up to the *Subject:* prompt after you have filled in the recipient's User ID number — you change your mind about sending the EasyPlex message, just press Enter at the prompt and EasyPlex will let you cancel the message.

About Your Workspace

When you write an EasyPlex message, you are writing into an electronic *workspace* where it will stay until you either leave EasyPlex or select a menu choice to create a new EasyPlex message. There are several advantages to this:

- You can save a draft copy of your message in your PER area, either for later use or simply for reference. Choose Option 4 from the Send Menu to FILE DRAFT copy. You will be prompted for a file name and a draft will be stored in that file. The FILE DRAFT command can also be entered at the EasyPlex Main Menu.
- Because your message stays in the workspace, you can send the same message to as many different users as you want, making editing changes each time if you prefer. Choose Option 7, *EDIT last message* from the EasyPlex main menu or Option 8, *SEND last message*.
- You can also interrupt the writing of your message to read some online HELP information, then continue writing.

You should be aware that your workspace is cleared and ready for new text to be entered each time you enter the COMPOSE option, UPLOAD option or USE a file from the PER area.

Some Final Thoughts

- Many people prefer to write offline and upload the messages into their EasyPlex mailboxes. Also, some users keep files in their Personal File Area to send to people, such as form letters or brief autobiographies for new online friends. EasyPlex has ways to accommodate these; they will be discussed later in this manual.
- A good time saver is to imbed the *To:*, *From:* and *Subject:* information at the top of your message, then write your message as usual. When you are ready to send the message you will not be prompted for this information. When entering the *To:* information you need only to specify the name if the recipient is listed in your Address Book. However, if the recipient is not in your Address Book, you must list their User ID and you may include the name:

```
To: Don 70002,001
```

or

```
To: 70002,001 Don
```

This imbedded information must be on the first 10 non-blank lines of your message and can be in any order and abbreviated (*FR:* or *SUBJ:*). Just make sure that the text of your message begins after the To:, From: and Subject: information.

- Your EasyPlex message will arrive in the recipient's electronic mailbox in about 20 minutes.
- Finally, as mentioned earlier, some users do not care for numbered line editors. In the next chapter, you will see how to choose an editor without line numbers. The editor, sometimes called *EDIT*, can accomplish all the editing features discussed above, but uses different commands. Later in this manual is a discussion of EDIT editing commands.

Setting Your EasyPlex Options

At the beginning of this guide, you were told that EasyPlex has three modes of operation and that the service is automatically set at the novice level, with full menus, for all users.

After you are familiar with how EasyPlex works, you can save time by setting your options for another mode, doing away with the menus.

To do this, choose Option 6 from the Main Menu. This displays your options as they are initially set for using EasyPlex:

```
EasyPlex Options Menu

[ ] Represents Current Setting
    (yes/no options toggle)

1 EDITOR uses line numbers [YES]
2 MODE of operation is [MENU]
  (MENU, PROMPT, COMMAND)
3 Output is PAGED [YES]
```

The words inside the square brackets indicate the present settings in each of the options. For instance, in this example, the mode of operation is menu mode.

To select another mode for viewing the service, choose Option 2. The system will offer this choice:

```
EasyPlex Mode Menu

1 MENU - (Novice User)
  List of choices in menu form.
2 PROMPT - (Intermediate User)
  Brief list of commands
3 COMMAND - (Expert User)
  One word prompt.
```

These are the options you have been hearing about. Remember, the mode of operation does NOT change the functions of EasyPlex; they just change how the service appears on your screen.

Prompt Mode

About Option 2: Prompt mode will give you a one-line prompt instead of the long menu when you enter EasyPlex. The one-line prompt replacing the Main Menu will look like this:

```
SCAn, REAd, COMpose, ADDress or HELp!
```

Other menus are reduced to other one-line prompts in this mode. At any of them, you can enter commands at the prompt by typing the first three letters of the commands.

For example, if you had two EasyPlex messages pending and you wanted to see who they were from, you could enter SCAN and the system would scan them — showing you the *From:* and *Subject:* lines, the times posted and the length in characters. If you type REA to read the EasyPlex messages, EasyPlex will ask: *Which message(s) # (or ALL)?* To read more than one message, separate the numbers with commas: 1,3,4. To read a range of messages, separate two numbers with a hyphen: 2-5.

Remember, too, that you can enter commands here that are not listed on the prompt itself. For instance, if you wanted to go back to the Options menu, you could enter SET (Remember what it said on that option in Menu Mode? *SET options*. So *SET* is the keyword to remember. Whenever in doubt of the valid commands at a particular prompt, type HELP to display a complete list.

Command Mode

About Option 3: This is the expert mode of EasyPlex. When you choose it, your main EasyPlex prompt will be simply:

```
EasyPlex!
```

Obviously, command mode should be used only by those who are familiar with the three-letter commands used in prompt mode. That is why it is a good idea to practice with menu mode and prompt mode before you explore the more abbreviated options.

Remember, you can get help by typing HELP at this prompt, as you can at any prompt.

If in command mode and using the non-line-numbered editor, after you COMPOSE a message, your next prompt will be:

```
Send to name of User ID:
```

However, if using the line numbered editor, after exiting from composing, the next prompt will be:

```
SEND!
```

at which you can enter SEND, EDIT or TYPE.

When you are ready to send the message, type SEND. Remember, too, that all the choices you had in menu mode are also available in command mode.

Choosing Editor and Output

Now, let's go back to the Options Menu and look at the other two choices — type of line editors and paged output.

About Option 1 — *EDITOR uses line numbers.* This is where you can change the form of editor. As a new user, your *default* has been set to numbered lines, as you saw in the last chapter.

However, if you are familiar with the EDIT editor used elsewhere on CompuServe, you might prefer the non-line-numbered editor in EasyPlex. Select Option 1 to change to the non-line-numbered editor. (This and Option 3 *toggle* or alternate — that is, if it is *Yes*, then selecting it will change it to *No*, and vice versa.)

Before you leave the EasyPlex Options Menu, you might also want to change Option 3, *Output is PAGED.*

What does that mean? If your output is paged, the display of your EasyPlex message will stop when the text fills up your screen, depending on your terminal type and terminal setting. (To change your defaults, terminal type and terminal settings, GO PROFILE at any prompt.) At the bottom of each page, you will get a line advising you to press Enter for the next page. To avoid this — and to allow your message to scroll continuously — choose Option 3. This is especially useful when using the RECEIVE command to read messages. There will be no paging of messages or prompting in between messages with the Action Menu.

Other Options

- When your options are set as you want them, press Enter and the system will ask if you want to make the changes permanent for future EasyPlex sessions. Choosing yes will make the changes permanent. No will effect the changes for the current session only.
- There are other options you can set the *fast way* at the main menu or prompt. For example, you can select an editor by typing SET EDIT LINE or SET EDIT NOLINE. You can type SET PAGE ON or SET PAGE OFF. This *fast way* will change your options for this session only, but it is useful for families who share one User ID number — particularly when some members are more experienced at using CompuServe than others. If you want to temporarily change the mode for viewing the service, type SET MODE PROMPT to use prompt mode or SET MODE MENU to change to menu mode.
- Remember that if you need help at any point, just type HEL or HELP for the valid commands or options at the menu where you are located.

The Upload Option and Using Files From the PER Area

EasyPlex makes it easy to compose your letters online, either in menu mode or in one of the advanced styles of operation — prompt or command mode.

Sometimes, though, you might want to upload an electronic letter that you have written offline with your word processor, or mail a file from your Personal File Area, such as a form letter.

Uploading to Your EasyPlex Mailbox

If you have written a letter offline with your word processor, you can UPLOAD it to the EasyPlex program (assuming, of course, that your communications programs has the ability to transmit a file.)

To use the UPLOAD facilites, choose Option 3 from the Main Menu or, if you are using prompt or command mode, just enter the word UPL at the prompt.

EasyPlex will then silently communicate with your computer to see if it recognizes the kind of software you are using.

If it determines you are using CompuServe's own VIDTEX software, it will transfer your file using an *error-free file transfer program* called B protocol. If so, it will ask you for the name of the file on your disk, and then begin moving the letter to your work space, informing you when it is finished and the number of characters transferred.

If you are not using VIDTEX software or B protocol, a menu will be presented where you can choose XMODEM (or MODEM7) protocol or a capture buffer protocol. After choosing either protocol, EasyPlex will advise that the transfer is starting and you will enter a carriage return when the transfer is complete. At this point, you should follow procedures with your communications program to initiate the transfer procedure. When your program advises that the transfer is complete, you should return to EasyPlex and enter a carriage return to complete the procedures.

After completing the transfer procedures whether using CompuServe's B protocol, XMODEM or data capture buffer, you should return to a menu where you can choose to send, edit or type your message.

A couple of notes about uploading this way. The same rules apply in uploading as they do when you are simply typing a message in directly. In fact, the system does not really see a difference — it *thinks* you are just typing very fast when you upload. So:

- The file you are uploading must be under 8K (about 8,000 characters in length) and no more than 600 lines.
- And no line may be longer than 80 characters. Just as you need to depress the Enter key at the end of each screen line (or at least every 80 characters) when you are typing into the system directly, your communications program needs to put those carriage returns in as it transmits. Check the users manual to see how to do that with your particular program. Some communications programs call this *formatting* the text; others prompt you for *line length* or *width* before transmitting.
- Finally, the file you are transmitting in this method must be in ASCII form. (Most word processors these days produce ASCII files; however, a few output a *compressed format*. Consult the manual for your word processor to see how to create ASCII files for transmitting.)

Sending Files From Your PER Area

You may have a file that you want to send to different people over a period of time, such as a form letter, an introduction or a proposal. This file can be placed permanently in your PERsonal File Area, then mailed from EasyPlex whenever you want it.

To summon a file from the PER area, select Option 4 from the main menu, or enter USE at the command prompt if you are using command or prompt mode.

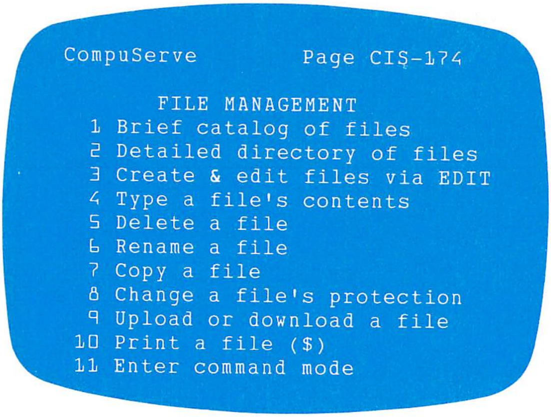
EasyPlex then will prompt you for the name of the file you want to retrieve from the PER area, load it and then let you SEND, EDIT or TYPE it as usual.

Using the PER Area

But how do you get a file into the PER storage area in the first place? There are two ways:

First, as mentioned, when you receive mail, you are given an option to FILE it at the Action menu. Electronic mail filed that way automatically goes into the Personal File Area.

Secondly, you can create the file directly into the PER area. To do that, you need to leave EasyPlex and go to the file area, by entering PER at any prompt. At that point, you will receive the PER main menu:



```
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           FILE MANAGEMENT
    1 Brief catalog of files
    2 Detailed directory of files
    3 Create & edit files via EDIT
    4 Type a file's contents
    5 Delete a file
    6 Rename a file
    7 Copy a file
    8 Change a file's protection
    9 Upload or download a file
   10 Print a file ($)
   11 Enter command mode
```

As that menu indicates, there are two ways to get a list of what files already are in the PER area — Option 1 gives you a simple list of the file names; Option 2 gives you a more detailed list, including the size of the individual files and their creation date. And incidentally, if you have EasyPlex messages waiting, they will show up in your directory here as EMAIL.DAT. Also, your Address Book will appear in this directory as EMAIL.ADR. Do not try to edit or type these files — you could **damage** the contents. These files are used with the EasyPlex program.

But you are interested in Option 3, the one that creates and edits files. When you select it, you will be asked for a file name — no more than six letters, with an optional three-letter extension, such as MYNOTE.TXT — and then you will be informed that the file is open.

But what is EDIT?

It is a file generator and editor, (previously FILGE) and is similar to the *non-line-numbered* editor available in EasyPlex. Some users prefer it, because it saves a little time by not prompting you with line numbers. However, it expects you to take a little more of the responsibility for navigating.

EDIT

EDIT can be used in the PER area to create files that can later be used as an EasyPlex if you have set your options to use non-line-numbered editor. However, there are differences. A few extra commands can be used in EasyPlex while in compose mode, that will not work by using EDIT in the PER area. This is noted under the section marked *The Commands.*

Here is an overview of the editing system, and a few rules to using it.

- In writing messages, every command begins with a forward slash character (/). If a line does not begin with a slash, the system assumes it is part of the text.
- Remember to tap [Enter] at the end of each screen line, or at least every 80 characters.
- The word *string* means one or more consecutive pieces of text on a line. A string can contain spaces, tabs, punctuation or numbers.
- In the following discussion, *current line* means the line on which you are working.
- When using the writing and editing service, it is helpful to think in terms of an invisible *pointer* that marks the position of the current line. You can direct the line pointer to move up or down your file. The pointer can be directed to move downward line-by-line from the first line of your text file searching for information to be displayed, changed or erased.

The Commands

EDIT is an editor with many capabilities. Only the basic commands necessary for creating an EasyPlex message are discussed in this chapter.

/**TYPE** displays the entire text of the file. (Only available in EasyPlex)

/**EX** is used to close the file you have written, just like the */EXIT* in the line numbered editor of EasyPlex.

/**HELP** gives you extensive HELP information on all the commands available for EDIT.

/ABORT allows you to interrupt the text being entered and return to the previous menu. (Only available in EasyPlex)

/SEND is a shortcut, allowing you to SEND your letter without first using the */EXIT* command. (Only available in EasyPlex)

/UPLOAD may be entered at any point in your letter, allowing you to transmit a file into the body of your EasyPlex message where your line pointer is positioned. (Only available in EasyPlex)

/T positions the line pointer at an imaginary line just before the first line of the file. This allows you to insert new lines above the current first line of the file.

/Pn displays a specified number (n) of lines in the file. If n is omitted, only the current line will be displayed. For example, a */P3* will display three lines starting with the current line.

/L/String scans the lines following the current line one-by-one until the system finds the first occurrence of the specified string. To display the line located, give the print command (/P).

For example, suppose you typed in: *This is an easy projeckt.* in your text file. Then when you were proofreading, you realized you had made this typo. You could search for a unique string (in this case *projeckt*, for example). Type in the following line to locate the typo:

```
/L/projeckt Enter
```

Remember, though, your invisible pointer must be on a line ABOVE the line you are searching for. It always searches downward in the file. (Tip: If you give the */T* command just before the */L/String command*, you will be assured of always searching from the Top of the document.)

/C/Oldstring/Newstring, the change command, replaces any specified string in the current line with a new string. Remember: Oldstring = the string to be replaced, Newstring = the replacement string. If omitted, then Oldstring will be erased.

For example, in *This is an easy projeckt*, you would use this command to change the spelling of *project*:

```
/C/ckt/ct
```

The /P command issued after the change command will display the line in its changed form.

/A/String adds the specified string to the end of the current line. The line pointer will remain on that line after the command is executed.

/Dn deletes the number of lines specified starting with the current line. The pointer will be positioned at the line following the last line erased. N is the number of lines to be erased. If omitted, only the current line is erased.

/B moves the line pointer to the last line of your file.

/N, meaning NEXT, moves your line pointer down the file a specified number of lines from its current position:

```
/Nn
```

If you enter n as a positive number (let's say 2), the line pointer advances down your file n (2) lines. It would look like this:

```
/N2
```

Conversely, if you enter n as a negative number (let's say -3), the line pointer backs up the file n (-3) lines. It would look like this:

```
/N-3
```

Test Run of EDIT

Now, let's see how those commands would work in a sample session. Suppose you have gone to the PER area and you have selected the Create and Edit option.

First, the system would ask you for the file name. If you are creating a new file, enter its name. If you are editing a file, enter the name of the file you want to work with.

In this case, let's create one called MYNOTE.TXT.

```
File name: MYNOTE.TXT
```

and EDIT responds with:

```
New file MYNOTE.TXT created - ready
```

The *New* reminds you that this file will be added to your PER area when you are finished.

Then enter the file, remembering to tap Enter at the end of each screen line:

```
This is a test of the EDIT program. Enter
This really isn't very hard, once you get Enter
the hang of it. It's just a manner of remembering Enter
that there is an invisible pointer on each line. Enter
Now, I'm going to close the file with the Enter
appropriate command. Enter
/EX Enter
```

The */EX* closes the file and returns you to the PER menu:

```
    FILE MANAGEMENT
 1 Brief catalog of files
 2 Detailed directory of files
 3 Create & edit files via EDIT
 4 Type a file's contents
 5 Delete a file
 6 Rename a file
 7 Copy a file
 8 Change a file's protection
 9 Upload or download a file
10 Print a file ($)
11 Enter command mode
```

If you wanted to edit that file, you would just select Option 3 again and enter MYNOTE.TXT when the system asked for the file. This time, since the file already exists, EDIT assumes you want to edit, and opens MYNOTE.TXT with this message:

```
File MYNOTE.TXT - ready
```

(Note that *New* is not in the message this time.)

Now, following the list of commands, we know that if you wanted to see the first two lines of the file, you would instruct EDIT to Print Two, or

```
/P2
```

and you would see:

```
This is a test of the EDIT program.
This really isn't very hard, once you get
```

/T would take you back to the top of the document.

/B would take you to the bottom, in case you wanted to add more.

There was a typo in our original — *manner* instead of *matter* in the third line. To fix that, we need to move the invisible pointer to the correct line, then issue a Change instruction. First, move to the top of the document (/T), then enter:

```
/L/manner
```

Nothing appears to happen. (Remember, this is an INVISIBLE line pointer). But when you ask EDIT to display the line it is on (/P), it will display:

```
hang of it. It's just a manner of remembering
```

There it is. Now we can change it with the command.

```
/C/manner/matter
```

In other words, Change *manner* to *matter*. If you wanted to see the change, you could print the line (/P) and it would display the revised line.

After you have made all the revisions and additions to the file, you must enter the exit command (/EX) on a line by itself. You do not have to be at the top or bottom of the document to do it. That will have EDIT replace the old version of the file with the new one.

A couple of notes about EDIT:

- The commands do not have to be in uppercase, but they always have to be preceded by a slash (/) and be entered on a line by themselves. Otherwise, EDIT will think they are part of the text.
- If your computer is equipped with an ESCape key, it can save you some time with EDIT. Remember how we had to enter the Print command (/P) to see a particular command? If you type an ESCape after a command instead of Enter, the system will execute the command and then automatically print the current line. For instance,

```
/C/manner/matter Escape
```

would have made the change, then printed the new line.

Forums (GO FORUMS)

CompuServe's forums have been described as "neighborhoods" or online clubs — they are places where people of similar interests can exchange information, participate in discussions or debates through public messages, or gather to chat with each other in real-time conferences.

There are three types:

- **Computer forums,** including those for specific types of computers, programming, computer languages and other computer-related interests. In these forums, you will find experts who can answer questions about your hardware and software. You can keep up with the latest products for your equipment. And you can find thousands of public domain programs, free for the downloading.
- **Professional forums,** geared to specific professions, like medicine, law, engineering, etc., but usually open to non-professionals also. These are places where doctors, lawyers, etc., get together to talk shop but the professionals who gather there are quite willing to discuss issues with the general public.
- **General interest forums,** which cover a wide range of topics including health, politics, religion, music, games, travel, humor and many others. Some of these are serious places to debate important issues. For others, the object is just to have a good time.

Getting Started

Most people explore a wide variety of forums (sometimes called SIGs or "special interest groups") and settle upon a half dozen or so to visit regularly. But even regulars should go exploring now and then, because new forums are added frequently. Announcements of these new forums are reported in Online Today's electronic edition (GO OLT).

Although every forum is different, with unique content and purpose, the structure of each is the same. So if you know how to find your way around one forum, you will be comfortable in any of them.

Finding Forums

There are several ways to locate the forums. For a complete list, go to the index (GO INDEX) and search for the keyword FORUM or simply type FIND FORUM. That will give you a long list of all the forums and their addresses, and you may wish to get a printout of this.

Many forums can be accessed by using Quick Reference Words. The complete list of Quick Reference Words (which are easier to remember than direct page number addresses) can be found by typing GO QUICK.

Also, if you are interested in specific forums, you will find a menu of them by typing GO FORUMS.

Visiting a Forum

When you enter a forum for the first time, you will find a New Member Menu. One of the options on this menu allows you to read a statement of purpose for the forum. This is recommended reading, since it will give you a good idea of what the forum is all about.

One of the options is membership sign-up. You can join most forums for free — that is, there is no charge other than your usual CompuServe connect time. The ones that do charge extra will always warn you in advance. Signing up for membership is recommended, since non-members will not be able to access many forum features, and it doesn't obligate you to anything.

Some forums are selective about their memberships and allow only dues-paying members of certain organizations, or registered users of specific software, or members of certain professions. If you choose the "membership sign-up" option for one of these forums, the system will inform you that "auto-signup is not enabled" for this forum and you will be advised to enter the forum and leave a message to the sysop requesting membership.

A sysop — system operator — is the person in charge of the forum. He or she is not a CompuServe employee, and usually has some expertise in the subject matter of the forum. The sysop usually has an assistant and/or several section leaders.

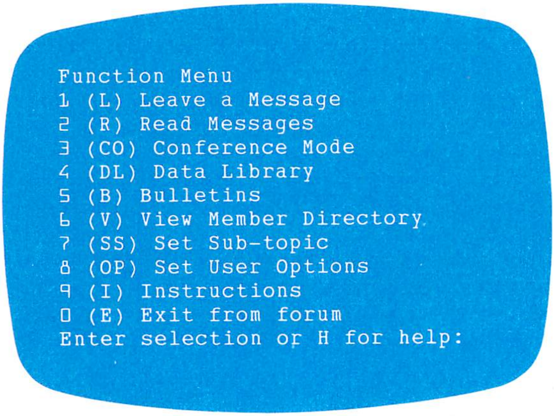
The sysop and section leaders provide direction for the forum, are available to help new members and to answer questions, moderate conferences, keep the forum running smoothly and take care of trouble-makers.

A few words about etiquette: Most forums prefer you use your full name. There are few rules in forums, but one that is enforced concerns disruptive behavior. Sysops can lock out people who disrupt a conference or personally attack another member on the message board.

The Function Menu

When you enter a forum you will see some introductory information containing the name of the forum, when you last visited that forum, the range of message numbers the forum contains and the last message number you've read. There will also be an announcement of how many members are in the conference area and there may be a "Short Bulletin" containing announcements from the sysop.

After the bulletin, you will see the following:



```
Function Menu
1 (L) Leave a Message
2 (R) Read Messages
3 (CO) Conference Mode
4 (DL) Data Library
5 (B) Bulletins
6 (V) View Member Directory
7 (SS) Set Sub-topic
8 (OP) Set User Options
9 (I) Instructions
0 (E) Exit from forum
Enter selection or H for help:
```

You'll notice the letters in parentheses beside the option numbers. You can type either the numbers or the letters. However, it's best to get used to using the letters, which are abbreviations for the commands, so you will become comfortable with them. You'll use the letters later when you switch from novice to expert mode and get rid of the menus.

Three Main Areas of Forums

Forums contain three major areas:

- **A message board,** containing hundreds of messages placed there by subscribers like yourself. This is the place to ask for help, get to know people and join discussions.
- **A data library,** a long-term storage area for text files and programs. Here you will find public domain software, transcripts of conferences, essays that were too long for the message board, and collections of previous messages the sysop felt worth preserving.
- **A conference mode,** where members may get together for real-time conversations. It functions similar to the CB Simulator. Some forums have regularly scheduled times for conferences; others have occasional conferences with guest speakers. Members can use the conference area of forums to chat with each other at any time.

There are two modes of operation in forums — novice and expert. If you are a new user, you will be using menus throughout the system, and you will find them in the forums also. After you have become familiar with the commands, you can switch to expert mode.

Getting Help

There are several forms of help available to forum users. Explanations of many of the commands are listed in option I (instructions). A list of the most commonly used commands can be found by typing HELP at the function prompt. If you want more information about a specific command, at the function prompt type a question mark and the command (for example: ? OP) or the word HELP and the command (HELP OP). CompuServe's programmers occasionally revise the forum program; an explanation of the changes can be found by typing NEW at the function prompt. Many sysops have stored instructional material in their data libraries — information on how to use the conference area, how to upload and download files, how to leave and read messages, etc. And most sysops are eager to help new users, so if you have a specific question, leave a message addressed to SYSOP.

If the sysop or forum members cannot help you with a problem related to using the forum, you can leave a Feedback message (at the function prompt, type GO FEEDBACK; your time in the Feedback area is not charged as connect time) or call Customer Service. Also, a reference card listing most forum commands is located in the Reference section of this manual.

Leaving and Retrieving Messages

The message board has many uses. You can ask for help with a computer problem or a homework assignment or a research project. You can engage in discussions of current issues. You can make new acquaintances and correspond with old friends. Some forums even allow experts in various fields to use special sections of the message board to answer questions from forum members.

The message board contains several hundred messages. As new ones are added, the oldest ones are moved out of the message board area. In the most popular forums, the message board will completely "scroll" in a couple days; in other forums a message will last several weeks.

The board is composed of up to 11 sections, called sub-topics, all related to the main topic of the forum. For example, the Literary Forum has sub-topics devoted to marketing, critiques, screen and stage, and novice writers, among others; Atari Forum has sub-topics on games, telecommunications, utilities and applications, sounds and graphics, and hot news and rumors.

Some forums have devoted part of the message board to private sections. A private section in one forum may be used for communication between the sysop and section leaders. In a professional forum, the private section may be open to members of that profession. In a computer forum, a private section may be set up for use by people working on a joint project — writing a program together, for example.

Writing Messages

Many newcomers to a forum will leave a message introducing themselves to the members, asking for help with a project, etc. To leave a message, choose option 1 from the Function Menu. You will get a prompt that says "To:"

If you are addressing a particular person, type in the name and User ID (so the recipient will be notified of a message waiting). If you are addressing the general membership, type "All."

Then you will be prompted for the subject of your message. After you fill in a subject (up to 24 characters), you will be told to Enter your message. Each line in your message can be no longer than 79 characters. Your message can be 2,500 characters or 96 lines long, whichever comes first.

There are two types of editors used in forums: the line-numbered editor (called Sig Editor or SED Editor) and the non-line-numbered editor EDIT (or sometimes called FILGE). The type of editor used in forums is determined by the sysop. He or she will set a "default" for either a line-numbered or non-line-numbered editor. However, you can change that default for your account, if you like. If you discover a forum uses the non-line-numbered editor and you are more comfortable with the line-numbered editor, you can change it by selecting option OP from the function menu. (More information on changing your forum options can be found in the USER OPTIONS AND OTHER FEATURES section of this guide.)

To end your message when using line numbers, either enter a carriage return on a blank line or enter a Control Z. With the non-line-numbered editor, type /EX at the beginning of a blank line to end your message.

Storing messages

After you have finished writing your message, you will have an opportunity to store it on the message board.

If you are using the line-numbered editor, you will see the following menu:

```
Leave options:
1 (S) Store the message
2 (SU) Store Unformatted
3 (C) Continue Entering text
4 (A) Abort the Leave function
5 (L) List the message
6 (R) Replace a line
7 (D) Delete a line
Enter selection or H for help:
```

If you choose option 1, you will be told a sub-topic number is required and the system will display a list of sub-topics to choose from. Fill in the number of the appropriate sub-topic and your message will be stored and you will be returned to the Function menu.

Option 1 will store your message so that it will be formatted to each user's screen width. For example, if you have set your terminal parameters to 40 columns wide, all forum messages stored with option 1 will automatically be formatted at 40 characters for you. Another user whose screen is 80 characters wide will see messages displayed in that width. However, messages stored with option 2 (store unformatted) will remain exactly as they were typed. Option 2 is particularly useful when a message contains columns of numbers, for example, or some kind of graphics display. But if you are leaving an ordinary text message, use option 1.

Before you store a message, you can review it with option 5 and/or edit it with options 6 and 7. If you want to replace a line, the system will display the line on your screen and ask you to type in the replacement line. To add something to the message, choose option 3. If you change your mind about leaving the message, option 4 will abort it.

If you are using the non-line-numbered editor, after you end your message, you will see a menu which contains only the first four items of the Leave Options Menu. If you want to edit your message, select option 3 and use EDIT commands. It is recommended that only experienced users familiar with the basic EDIT commands use the non-line-numbered editor. (More information about EDIT (also called FILGE) can be found at the end of this chapter.)

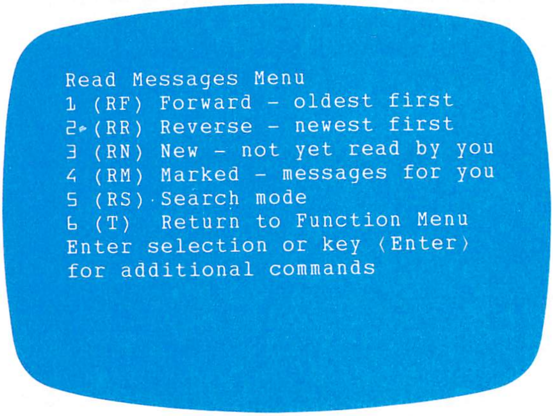
This is what a typical message looks like after it has been stored on the message board:

```
#: 5477 S0/General interest
    04-Apr-85  18:48:19
Sb: #5475-#Request for help
Fm: Jane Doe   70002,004
To: John Q. Public  70002,333 (X)

     I read about that in a magazine not
 too long ago. I think I've still got the article
 around here somewhere.  If I can find it,
 I'll let you know.

*** There are replies:
     5478, 5485

Enter command, N for next
message or <Enter> for menu:
```

The top line contains the message number and the sub-topic number and name. The second line is the date and time the message was posted. (All times are adjusted for your time zone.) The third line contains the subject of the message. The "#5475" indicates that this message is a reply to message number 5475. The # sign before the subject of the message indicates there is a reply to this message. The (X) at the end of the "To:" line means the recipient has read this message. After the message, the system lets you know if there are any replies, and if so, their message numbers.

Reading Messages

When you select option 2 from the Function Menu, the system will show you a Message Sub-topic Menu. You can select one of the sub-topics or read messages in all sub-topics. You will be able to follow the messages better if you read one section at a time. After choosing a sub-topic, you will be shown the following menu:



```
Read Messages Menu
1 (RF) Forward - oldest first
2 (RR) Reverse - newest first
3 (RN) New - not yet read by you
4 (RM) Marked - messages for you
5 (RS) Search mode
6 (T)  Return to Function Menu
Enter selection or key <Enter>
for additional commands
```

If you choose option 1 (read forward) or option 2 (read reverse) you will be asked at what message number you wish to begin. Option 3 will allow you to read messages posted after the last message you read the last time you visited the forum. Option 4 will let you read only those messages addressed to you which you have not yet read.

Option 5 (search mode) lets you "read selectively." Choose that option and you will see:

```
Search Field Menu
(F) From
(S) Subject
(T) To
Search field:
```

Suppose you want to read the messages addressed to "All"; you would type T. The next prompt will say "Search string:" at which you would type: All. If you want to read messages about a specific topic — printers, for example — you would choose S and fill in the word "printer" at the "Search string" prompt. If, instead of seeing a message, you see the Function Menu, that means there are no messages with the designated search field.

Reading Threads and Other Options

If you hit Enter at the bottom of the Read Messages Menu, you will find some additional commands:

```
Additional Read Message Menu
1 (RI) Individual by message #
2 (RT) Message thread
3 (QS) Quick scan of headers
4 (T)  Return to Function Menu
```

Option 1 is used only when you already know the message number. For example, if the brief bulletin calls attention to a particular message, you could use option 1 to read that message.

Most forum regulars use option 2 (read thread) to follow discussions on the board. A "thread" is a group of related messages linked together. An example of the way this works:

Suppose Susan needs help with her word processing program. She leaves a message on the board asking a question. Bob answers her. Jim posts a reply to Bob's message. Pat also answers Bob's message. Then Susan comes back and replies to Jim's message. All these messages are linked together and they can all be read — in order — with option 2 (read thread).

Reading threads is the most logical way to follow discussions. Reading forward or backward will display the messages for you in chronological order, but reading threads will group the messages with their replies, making it easier to follow conversations on the message board. If you're reading a message in the middle of a thread and you want to read earlier messages in that thread, Enter RT (read thread) at the read option prompt.

Scanning Messages

Option 3 (quick scan) is a very useful tool for checking out a forum quickly. Choosing that option will display something like the following:

```
105090:  download               S 5 / New From CBM

105092:  SCREEN DUMP UTILITY    S 0 / General interest

        1 reply

105096:  basic programming      S 1 / Basically BASIC

105097:  zork1                  S 7 / Games: Grab-Bag

        15 replies

105159:  Need help              S 9 / Speech Synthesis

        1 reply
```

The numbers on the left are the message numbers. Next to the numbers are the subjects of the messages. If you see a message you think you might be interested in when you are doing a quick scan, jot it down so you can read it later. If people have responded to the message, there will be a notation of the number of replies. A message that has several replies is probably an ongoing discussion. The information on the right is the sub-topic number and name. You can get a quick scan of all the sub-topics or of one at a time.

There are other ways to scan messages as well. Typing S at the function prompt will scan the message headers in a continuous scroll. But there are more useful commands to scan the messages which stop after the header and give you an option to read it or mark it. The scan commands are:

SF scans forward (or SF# to scan forward from message number #)

SR scans reverse

SM scans and marks (you can scroll the headers and "mark" certain messages for retrieval with the RM command)

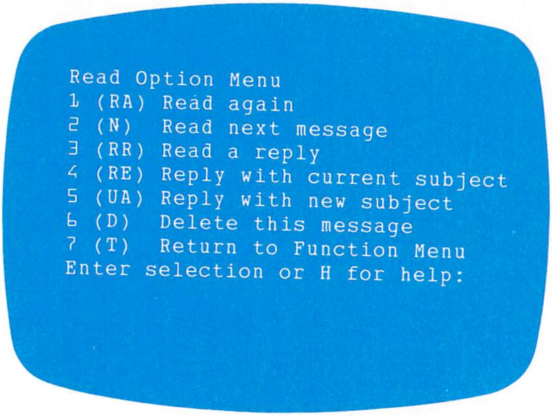
SD scans and deletes (the headers will be displayed along with a prompt which allows you to read the text if you wish; you can delete the message only if it is to or from you)

After Reading a Message

After you read a message, you will see this:

```
Enter command, N for next
message or <Enter> for menu:
```

Pressing Enter at this point will display:



```
Read Option Menu
1 (RA) Read again
2 (N)  Read next message
3 (RR) Read a reply
4 (RE) Reply with current subject
5 (UA) Reply with new subject
6 (D)  Delete this message
7 (T)  Return to Function Menu
Enter selection or H for help:
```

Option 1 allows you to re-read the message. Option 2 will let you read the next message. Option 3 lets you read a reply to the message you just read. (If there are no replies to the message, this line will be blank.)

If you want to write a message replying to the one you just read, choose option 4. Replying to a message is the same as leaving one, except that you will not be prompted for the "To:" and "Subject:" information, since your message will become part of the thread. It will have the same subject as the message you just read and it will be addressed to the person who posted that message.

If you wish to reply to a message but change the subject of the message, choose option 5. UA stands for "use address." You will not be prompted for the "To:" information, since your message will be addressed to the person who left the message you just read, but you will be asked for the new "Subject:". Choosing option 5 will separate your message from the thread and will, in effect, start a new thread.

Option 6 will be missing if the message you are reading is not addressed to you. If the message you just read had been addressed to you, with your User ID, number 6 would be "Delete this message." You can delete only those messages to or from yourself. But if you think the message would be of interest to others, do not delete it.

Messages Marked for You

If you post a message in a forum, it is a good idea to check back within a couple of days to see if anyone has replied to it. If so, when you enter the forum, you will see something like this:

```
You have a message waiting:

#: 55329 General interest
    08-Apr-85 18:07:13
Sb: A question
Fm: John Doe    70002,001

This message has been marked
for reading with the RM FUNCTION.
```

Of course, if you have more than one message waiting, you will be shown the "headers" of all the messages. To read them, you can choose option 2 (read messages) from the Function Menu and then option 4 off the Read Messages Menu, but it is much faster to use the letter commands. So to read your messages, type RM.

After you read a message which includes your User ID in the "To:" line, the system will put an (X) after the User ID, to indicate the message has been read by the recipient. The next time you enter the forum, you will not be notified of the existence of messages you have already read.

Using EDIT (FILGE) in the Forums

The rules for using the forums' non-line-numbered editor are the same as those for EDIT elsewhere in the system, including in the EasyPlex electronic mail system.

Here is an overview:

- Every editing command begins with a forward slash character (/). If a line does not begin with a slash, the system assumes it is part of the text.
- Remember to press Enter or Return at the end of each screen line, or at least every 80 characters.
- When using the writing and editing service, it is helpful to think in terms of an invisible "pointer" that marks the position of the current line. You can direct the line pointer to move up or down your file. The pointer can be directed to move downward line by line from the first line of your text file searching for information to be printed, changed or deleted.

Major EDIT (FILGE) Commands

/EX is used to close the file you have written.

/T positions the line pointer at an imaginary line just before the first line of the file. This allows you to insert new lines above the current first line of the file.

/Pn prints a specified number (n) of lines in the file. If n is omitted, only the current line will be printed. For example, a "/P3" will display three lines starting with the current line.

/L/string scans the lines following the current line one-by-one until the system finds the first occurrence of the specified string. To print the line located, give the print command (/P). (Entering /Lstring [Escape] will locate and print at the same time.)

/C/oldstring/Newstring replaces any specified string in the current line with a new string. Remember: oldstring = the string to be replaced, newstring = the replacement string. If omitted, then Oldstring will be erased. (Using [Escape] instead of [Enter] will allow you to change and print at the same time.)

/Dn deletes the number (n) of lines specified, starting with the current line. After this command is executed, the pointer will be positioned at the line following the last line deleted. If n is omitted, only the current line is deleted.

/B moves the line pointer to the last line of your file. (/B[Escape] will move the pointer and print the line.)

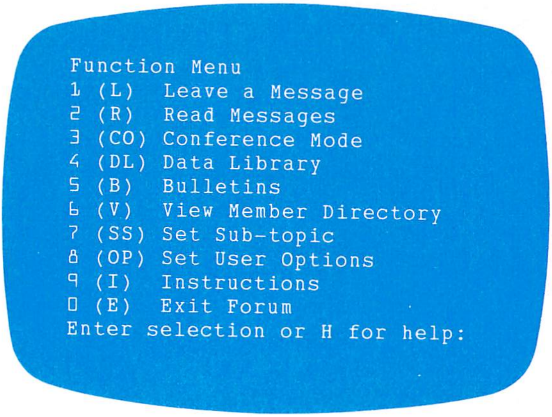
/n, moves your line pointer up or down the file a specified number (n) of lines from its current position. (Again, using [Escape] will move the pointer and print the line.)

For more information on the non-line-numbered editor, see EasyPlex.

Data Libraries

The third component of a discussion forum is its Data Libraries, where the members can share public domain software, reports, articles, recipes, transcripts of online conferences and other information of interest to the members. These files can be displayed on your screen or transferred directly to your computer if it is using a compatible communications program.

You can reach the Data Libraries of a forum by selecting option 4 from the Function Menu:



```
Function Menu
1 (L)   Leave a Message
2 (R)   Read Messages
3 (CO)  Conference Mode
4 (DL)  Data Library
5 (B)   Bulletins
6 (V)   View Member Directory
7 (SS)  Set Sub-topic
8 (OP)  Set User Options
9 (I)   Instructions
0 (E)   Exit Forum
Enter selection or H for help:
```

or simply entering DL at the Function: prompt.

Once there, the system will display the names of each library to which you have been authorized for access, such as:

```
Data Library Sub-topics

0    General Interest
1    Software topics
2    Hardware topics
3    Help!
4    Conference guests
5    Sysop soapbox

Enter Selection:
```

You will notice that these are the same divisions as the Sub-topics listed on the message board. Each section of the bulletin board has a corresponding data library, where the members can store related material.

After you have entered the number of the Data Library you wish to visit, you will be shown the list of available commands:

```
1 (DES) Description of Data Library
2 (BRO) Browse thru files
3 (DIR) Directory of files
4 (UPL) Upload a new file
5 (DOW) Download a file
6 (DL)  Change Data Library
7 (T)   Return to Function Menu
8 (I)   Instructions

Enter selection or H for help:
```

Navigating the Data Libraries

Note that two of the options are navigation commands:

Selecting Option 6 (or entering the letters DL) at the prompt will let you select another Data Library to visit. Option 7 (or entering T) will cause you to leave the Data Libraries and return to the main forum Function Menu.

Also, as the menu indicates, selecting option 1 (or entering the letters DES) will give you a brief description of the kind of material intended for storage in that Data Library.

Examining the Files

There are two ways to find what files are available in the Data Library — the DIR and the BRO options.

Option 3 (DIR) will display the User ID of the submitting person, filename, date submitted, size of file in bytes and the number of times the file has been accessed. For instance:

```
[76703,254]
TESTA.XMO       24-Oct-84 1310        2
TESTB.XMO       24-Oct-84 515         8

[70000,764]
XMODEM.DOC      22-Oct-84 26920       1

etc.
```

The BROwse option (Option 2) will display each file and give you an opportunity to examine it. After entering 2 (or the letters BRO), you will be prompted for:

```
Enter keywords (e.g. modem):
or <ENTER> for all:
```

Here you can enter a keyword if you are looking for a specific subject. For example, if you typed IBM after the above prompt, it would find only those files which had "IBM" among the keywords. Or you can leave the KEY prompt blank to find all files.

Next, the Data Library will display:

```
Oldest files in days
or <ENTER> for all:
```

When browsing in the Data Library, you can specify that you are looking for files that have been uploaded within the past few days. For instance, if you entered 5 at the above prompt, the program would look only for those files that were entered within the past five days. Or if you want to find all files, regardless of age, just press the Enter key.

After you have made your determinations as described above, the Data Library will begin searching for the material. When it finds a file meeting your specifications, it will display it, something like this:

```
[70000,11]
SCROLL.BAS        12-May-85 3640          Accesses: 18

     Keywords: IBM  SCROLL PROGRAM

     Program for the IBM PC to use the Scroll Lock key
```

followed by a menu like this:

```
DISPOSITION:

1 (REA)  Read this file
2 (DOW)  Download this file
3 (TOP)  Top Data Library Menu

Enter choice or <ENTER> for next:
```

If you wanted to simply examine this file, you could "Read" it by selecting option 1 (or entering R) at the prompt. It would display the file on your screen. If you wanted to bypass this file and continue to the next one the Data Library has found, you could press the Enter key, or if you wanted to discontinue the search and return to the main menu of the data library, you would use option 3, or just enter T for Top.

Downloading

There are several ways to "download" material from the Data Library directly to your microcomputer. You can select the DOWnload option while BROwsing. Or, if you already know the name of the file you would like to download, you can take a shortcut by selecting the DOWnload option from the main Data Library menu (Option 5).

Either way, your menu looks like this:

```
Transfer protocols available -

  1 XMODEM or (MODEM7) protocol
  2 CompuServe 'B' protocol
  3 CompuServe 'A' protocol
  4 DC2/DC4 CAPTURE protocol

  0 Abort transfer request

Please make a selection:
```

CompuServe's forums have several of the popular methods for "error-free file transfer" available — XMODEM (sometimes called "the Christensen protocol" or Modem7), "flow control" (DC2/DC4) and CompuServe's own protocol. You should check the documentation for your own software to see if it recognizes any of these procedures.

If you are using CompuServe's VIDTEX software or the Professional Connection program, you should select option 2, CompuServe 'B' Protocol.

Downloading with VIDTEX

If you are using the VIDTEX software, the system will prompt you for a file name after you select option 2. It will ask what you want to call the file when it is placed on the disk in your microcomputer. After you have specified a name, the transfer will begin, with the system communicating with VIDTEX to turn on your disk drives and save the information under the file name indicated.

On most computers, the screen will display something like this:

```
1++++++2++++++3++++++4 etc.
```

as the blocks of information are transferred. When the procedure is finished, you will be returned to the Data Library menu.

Downloading With Other Software

If you are using a program other than VIDTEX or the Professional Connection, you will need to refer to your owner's manual to see if it supports one of the other protocols in use.

For instance, if your program uses XMODEM (also called MODEM7), the system will give you an opportunity to set up the file name on your machine and send it a signal when you are ready to receive.

DC2/DC4 is used primarily for text files or ASCII BASIC programs and supports XON/XOFF "flow control." Again, consult the manual for your software.

Uploading

You also can submit your own files to the forum's Data Library by choosing the UPLoad option (Option 4) from the library's main menu.

As with DOWnloading, you will then need to inform the system which method of file transfer you want to use. If you are using VIDTEX or the Professional Connection, you would specify the "B" Protocol. For non-VIDTEX software, consult your manual to see if you can transmit using either XMODEM or "flow control" (DC2/DC4).

If you specify the "B" Protocol, the system will ask for the name of the file you are sending as it exists on your disk and the name you want it to have when it is placed in Public Access. Then the transfer will begin. Using XMODEM or DC2/DC4, the system will ask you to name the file as it will appear in the Data Library, then ask you to signal when you are ready to begin sending.

After the transfer, you will be asked for keywords for the file and a brief description. Files you upload to a forum library must be approved by the forum's sysop before they are made available to other members. This may take about 24 hours.

About File Names

Database file names consist of two parts as follows:

```
name.ext
```

where "name" consists of from 1 to 6 letters or digits; "ext" (extension) consists of up to three 3 letters or digits.

When uploading files, you should use some specific extensions so that VIDTEX will perform properly for those downloading the material. For instance:

.TXT Text transfer (as in LETTER.TXT). This is used for any type of text file, such as a letter or an untokenized BASIC program. When a text file is downloaded, VIDTEX translates the text from standard ASCII to the microcomputer's character set.

.IMG Machine specific transfer (e.g. GAME.IMG). This is used to transfer machine dependent files and will cause VIDTEX to insert all of the information it needs to recreate the file exactly as it originally existed.

.BIN Binary transfer (EDIT.BIN). This will transfer eight-bit files such as tokenized BASIC programs and machine language programs. This also can be used to transfer most microcomputer's BASIC data files. VIDTEX does not alter any data during a binary file transfer.

In addition, some forums may use their own special extensions for things such as music programs, graphics files, conference transcripts, etc. If in doubt about which extension to use, consult the sysop before uploading.

Electronic Conferences

Forum members can communicate with each other in the group's "real-time" conference area, which can be reached from the Function Menu or simply by entering CO at the Function: prompt.

A forum can have 36 channels in its conference area. Some forums devote some of these channels to specific subjects, just as the sections of the message boards and the data libraries have specific topics. The sysop usually will inform you about special channels in a bulletin that you will see just before you enter the conference area.

Forum conferencing can be used for quick, informal chats between members, or for scheduled presentations by guest speakers. Many forums have regularly scheduled conferences, and the conference bulletin should give you details about them.

In forums, your "handle" is automatically the name under which you are entered in the forum itself. Many forums request that you use only your real name in your membership entry, and discourage the use of handles.

Many forums also schedule conferences with guest speakers. In order to use the real-time communications program fully, they usually ask you to follow a pre-established protocol for asking questions. That protocol is usually outlined in a special bulletin that you can see as you enter the forum's conference area.

The commands used in forum conferences are the same as those used in CompuServe's CB Simulator.

In the forum's CO program, your handle (or user name) will be the same as the name on your member record. To change it while in conference, use the /HAN command. Once in conference, every message you send will be preceded automatically by whatever name you choose here. Many users choose descriptive handles — something relating to their work or interests. Some just use their first names.

You will be told how many people are on the 36 channels available in the conference mode. This is the "status report" and it looks like this:

```
Welcome to channel 30, (name)
(Channel) users turned in
(1)30,(3)2,(9)2,(30)3#
```

When entering the CO area, you will automatically log into channel 30, unless you have set a subtopic default, in which case you will be on the corresponding channel.

Conference Commands

All the commands in conference mode are preceded by a slash (/) and are always typed at the beginning of a new line.

/**STA** is the command for a status report and it will display the number of users on each channel, just like the display you saw when you first came to the conference area.

/**TUN channel** allows you to move to another channel. For example, if you wanted to leave channel 30 and go to channel 1, you would enter /TUN 1.

/**MON channel** allows you to "monitor" up to two other channels of the conference without actually tuning to them. In other words, you may send messages on only one channel, but you can see the messages being sent on up to three — the channel you are tuned to and the two you are monitoring.

/**UNM channel** stops the monitoring of the specified channel or channels.

/**USERS** (user status) is for those times that you want to see a list of all the users in the conference area. You also can use the /USERS command followed by a channel number to get a user report on a specific channel of the conference.

/**WHO** displays the name and User ID of the last person who transmitted on your channel.

/**PAGE #** sends a private paging notice to the person with the specified job number. This is convenient for letting someone in /TALK know you are online and waiting.

/**JOB** displays your own conference "job number."

/**WHERE id** displays the user line of the person with a particular User ID.

/**UID** will display the User IDs of the "speakers" as their messages are received.

/**NOUID** "turns off" the automatic display of User IDs.

/**DAY** displays the current day, time and date

/**HELP** will give you a list of commands available.

/**GO mm-n** will let you leave the conference and the forum and GO to a specific page number in the system (for instance, /GO OLT.)

Private Communications

As on the CB Simulator, the forum conference area provides several ways for private conversations.

One is "scramble," in which you and your friends can agree in advance on a special code to access to a semi-private area. Then each of you could enter:

```
/SCR code
```

Here are other commands related to scrambling on public channels:

/UNS stops the scrambling of your messages. Anything you type after this command will be readable on the open channel.

/SMC code means "scramble and monitor clear." In other words, you enter this command when you want to see the messages from those users on the open channel who are not scrambled and at the same time communicate with those who are scrambled.

/XCL code is the reverse of this command. It means "transmit clear," and you can use it when you want to monitor the scrambled conversation while still communicating with those who are not scrambled.

The conference area also can accommodate private one-to-one communication with its "TALK". By entering /TALK, followed by the "job number" of the other person, you are removed from the open channel and placed in a private area where only you and the other user can send and receive messages. For instance:

```
/TALK 123
```

At this point, you would be placed in the private area while the user you were calling would receive a message on his or her screen requesting a "TALK". The "talk request" looks like this:

```
*** Please /TALK with Job 13 (70002,001) JIM S.
```

That person would then type /TALK 13 and the connection would be made. Again, keep your message lines to no more than 80 characters.

When you finish talking, you can enter a Control P to break the connection. In the talk mode, handles do not show up, since it is assumed you know who you are talking to.

Other CO Commands

Sometimes on public channels, when many users are trying to communicate, what you are typing will seem to run together with what other people are sending. You can enter Control V to redisplay what you have typed before you actually send it.

If you change your mind about sending a message, you can enter a Control U and everything you have just typed will be erased. Of course, once you press the Return key, everything you have typed is transmitted.

/**HAN** is the "handle" command. If you want to change or shorten your name or handle, you can do it with this command. After you issue it, the system will ask how you would like your new entry to read.

On busy public channels (and on busy scrambled ones, for that matter), you may wish to block out messages from a particular user. You can "squelch" him or her with:

/SQU name
(where name is the name of the user)

or

/SBU id
(where id is the User ID)

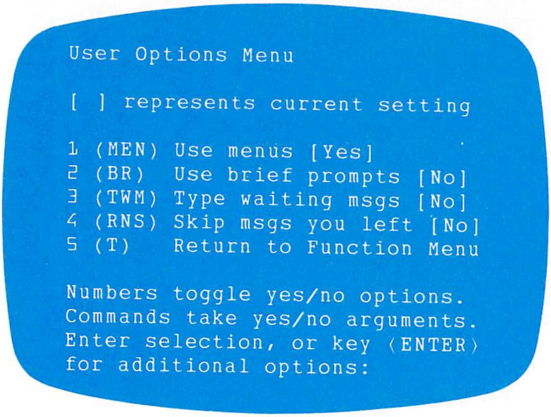
Once you have issued either of these commands, the computer will no longer send you messages from that user. Even if that person changes the name he or she is using after you have entered this command, you still will not receive those messages.

/**SQU** or /**SBU** without a name or User ID following it will cancel all squelching.

When you are ready to leave the conference mode, type /EXI for exit. If you want to log off the system, type /OFF.

User Options and Other Features

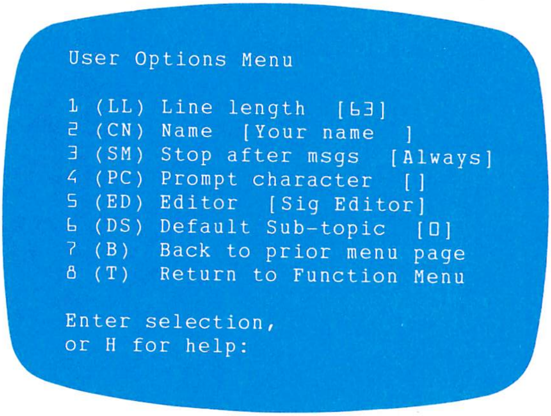
You can tailor the way the forums display information on your screen. To do this, choose Option OP from the Function Menu. You will see the following menu:



```
User Options Menu

[ ] represents current setting

1 (MEN) Use menus [Yes]
2 (BR)  Use brief prompts [No]
3 (TWM) Type waiting msgs [No]
4 (RNS) Skip msgs you left [No]
5 (T)   Return to Function Menu

Numbers toggle yes/no options.
Commands take yes/no arguments.
Enter selection, or key <ENTER>
for additional options:
```

Option MEN will allow you to use novice mode (with menus) or expert mode (without). Option BR will suppress the repetitious display of options, or allow you to see them, if you wish. Option TWM will automatically display messages addressed to you when you enter the forum. Option RNS allows you to avoid reading the messages you leave.

If you press Enter for additional options, you will see:



```
User Options Menu

1 (LL) Line length  [63]
2 (CN) Name  [Your name  ]
3 (SM) Stop after msgs  [Always]
4 (PC) Prompt character  [ ]
5 (ED) Editor  [Sig Editor]
6 (DS) Default Sub-topic  [0]
7 (B)  Back to prior menu page
8 (T)  Return to Function Menu

Enter selection,
or H for help:
```

Option LL lets you adjust the display of messages to your screen width. With option CN you can change the way your name is displayed in the forum. In the forums which have "disabled" this option, you will have to ask the sysop to make the change for you.

Option SM provides a pause after each message is read, allowing you to easily reply to it, redisplay it, etc; or if you wish you can select this option and the messages you read will scroll by without stopping.

Option PC transmits the specified character to your terminal whenever a prompt appears. If you choose this option, you will be prompted to specify the character you wish to transmit. For example, if your terminal has a bell, you can specify a [Control G] to ring the bell at every prompt. Or you can use the "transmit at prompt" (Meta Y) feature of CompuServe VIDTEX terminal programs to send a text file, one line at a time.

Option ED lets you specify which type of editor you prefer to use when leaving messages — the line-numbered editor (called Sig Editor or SED Editor) or the non-line-numbered editor (EDIT).

Option DS is useful if you are interested in only one sub-topic of a particular forum. You can, in effect, instruct the forum to limit you to reading only the messages in that section.

If you type H for help, you will see a brief explanation of what each of these options means.

If you change any of the options listed on these menus, before you return to the Function Menu, you will be asked if the changes you made are "for this session only, or permanent?" Do not be afraid of the word "permanent"; as in other areas of CompuServe, it means "permanent until you change it again."

User Interest Log

Option 6 (View Member Directory) on the Function Menu lets you access the User Interest Log, a list of forum members and their interests. Not all forum members are listed here, since it is voluntary, but many will be.

The User Interest Log is searchable by name, User ID, state or interest. Under "interest," people usually list their brand of computer, their hobbies, profession, etc.

If you are in menu mode and choose Option 6, you will see:

```
Member Interest Menu

1 (A) Add your interests
2 (C) Change your interests
3 (D) Delete your entry
4 (S) Scan all members
5 (T) Return to Function Menu

Enter your selection:
```

When you select option 1, you will be prompted for your state (type in the two-letter postal code) and then your interests. After typing one line, you will be told "Key Enter to end" and the system will tell you how many characters are remaining (you may type about 130 characters in the interests portion). The system will fill in your name (as it is listed in the forum) and your User ID.

If you make a mistake, you can change it with option 2 or delete the whole entry with option 3.

Option 4 allows you to search for other members. When you choose option 4, you will see:

```
Enter search string
(Keying <ENTER> implies all):
```

If you enter a two-character search string, the system will check for states; otherwise it will search the name and interest portions. A typical entry might look like this:

```
70002,001
        CA John Doe
        surfing, music, Kaypro, programming, jogging
```

UST and SEN Commands

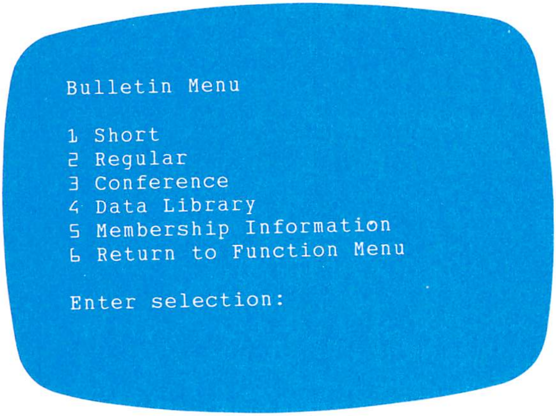
For a list of users currently in the forum, you can type UST (for "user status") at any ! prompt. This displays the User IDs, job numbers, nodes and program the person is in (either SIG, CO or ACCESS). If the person is in the SIG program — that is, not in the Data Library or conference — you can send a short message to him or her with the SEN command. Make note of the job number of the User ID. Then, at any ! prompt, type SEN followed by the job number and your message, which can be up to 73 characters long. If you were in the Literary Forum and used the SEN command, the recipient would see something like this:

```
;;S_WRIT:: - Job 23: Hello from Charlie. Want to chat?
```

The ";;S_WRIT:" indicates which forum you are in.

Bulletins

Choosing option 5 on the Function Menu is a good way to get information about a forum. Option 5 will give you this menu:



```
Bulletin Menu

1 Short
2 Regular
3 Conference
4 Data Library
5 Membership Information
6 Return to Function Menu

Enter selection:
```

The Short Bulletin contains timely announcements from the sysop, directing your attention to major discussions on the message board, upcoming conferences, etc. The Regular Bulletin contains information about using the forum and how to find additional help. The Conference Bulletin lists upcoming scheduled conferences and protocols. The Data Library Bulletin lists highlights of the Data Library and may explain what types of files should be submitted by members. The Membership Information Bulletin describes the purpose of the forum.

Set Sub-Topic

Forum message boards contain 11 sub-topics, some of which may not be available to all members. For a list of sub-topics, type SN at the function prompt.

Option 7 of the Function Menu allows you to specify a default sub-topic. After choosing one sub-topic, the commands you enter to read or scan messages will apply only to that one. If you leave a message, it will default to your chosen sub-topic unless you specify a different one (by typing S#, where # is the number of a different sub-topic).

Expert Techniques and Additional Commands

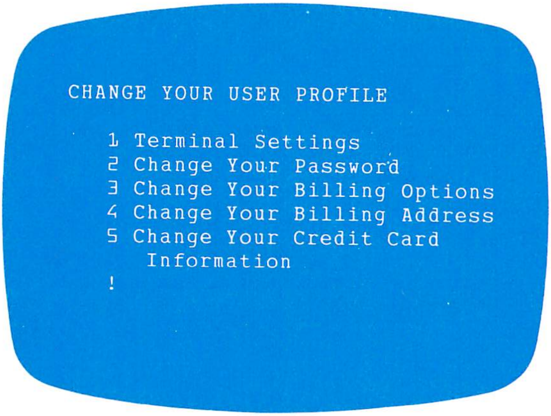
Once you are comfortable with the basic commands used in forums, you can turn off the menus and use expert mode.

This is a time-saver for experienced forum visitors. It gives you an abbreviated prompt — "Function:" — instead of the familiar menu. And, instead of selecting numbered options from a menu, you enter letter commands, such as RF for Read Forward, RR for Read in Reverse order, RI for Read Individually, etc. Remember, help is only a keystroke away. at any ! prompt in a forum, you can type the letter H and get a list of appropriate commands and a brief explanation of each.

Setting Expert Mode through Profile

The fastest way to make the switch to expert mode is through the Profile section, elsewhere in the system. If, in the Profile feature, you have already changed your terminal settings to expert mode, you will automatically be in expert mode in each forum you visit. To make this global change, visit the Profile area by entering GO PROFILE at any ! prompt in the system.

There you will see this introductory menu:

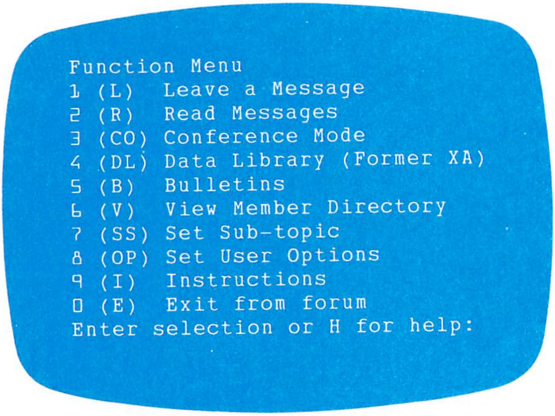


```
CHANGE YOUR USER PROFILE

   1 Terminal Settings
   2 Change Your Password
   3 Change Your Billing Options
   4 Change Your Billing Address
   5 Change Your Credit Card
     Information
   !
```

Select Terminal Settings and you'll be guided through a series of choices. Setting your Profile for expert mode with short prompts will automatically set you for expert mode in all forums you visit.

Setting Expert Mode in a Specific Forum

If you choose not to set expert mode through Profile, you can make the changes in selected forums by using the User Options selections of the Forum's Function Menu. You would select Option OP from this menu:



```
Function Menu
1 (L)  Leave a Message
2 (R)  Read Messages
3 (CO) Conference Mode
4 (DL) Data Library (Former XA)
5 (B)  Bulletins
6 (V)  View Member Directory
7 (SS) Set Sub-topic
8 (OP) Set User Options
9 (I)  Instructions
0 (E)  Exit from forum
Enter selection or H for help:
```

and see a menu like this:

```
User Options Menu

[ ] represents current setting

1 (MEN) Use menus [Yes]
2 (BR)  Use brief prompts [No]
3 (TWM) Type waiting msgs [No]
4 (RNS) Skip msgs you left [No]
5 (T)   Return to Function Menu

Numbers toggle yes/no options.
Commands take yes/no arguments.
Enter selection, or key <ENTER>
for additional options:
```

Brief Prompts

While choosing a "Function:" prompt instead of a full menu is the primary advantage of expert mode, there are other time-saving options that many experienced forum members use.

Option BR lets you abbreviate other prompts in the system. For instance, the full menu following a message that has been read looks like this:

```
Enter command, N for next
message or <ENTER> for menu:

Read Option Menu

1 (RA) Read again
2 (N)  Read next message
3 (RR) Read a reply
4 (RE) Reply with current subject
5 (UA) Reply with new subject
6 (D)  Delete this message
7 (T)  Return to Function Menu

Enter selection or H for help:
```

However, if you have selected the BR option for brief mode, the prompt after a messages looks like this:

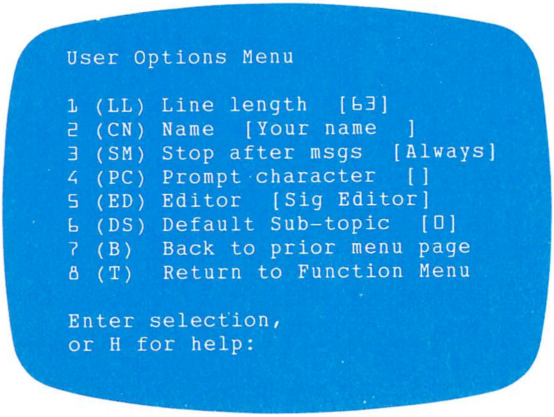
```
(UA RE D T):
```

Similar brief prompts are used in other forum features, if you set brief mode in your User Options. And, of course, here and elsewhere in the forum, you can enter a question mark at the prompt for additional information.

Non-stop Messages

Another popular option among experienced forum users is the non-stop option. This allows you to read messages continuously, without a stop between them (unless the message is addressed to you).

To set this option, look at the second menu of User Options (by pressing Enter at the bottom of the first menu page):



```
User Options Menu

1 (LL) Line length  [63]
2 (CN) Name  [Your name  ]
3 (SM) Stop after msgs  [Always]
4 (PC) Prompt character  [ ]
5 (ED) Editor  [Sig Editor]
6 (DS) Default Sub-topic  [0]
7 (B)  Back to prior menu page
8 (T)  Return to Function Menu

Enter selection,
or H for help:
```

Option SM determines whether the system will pause between each message you read and provide you with a menu or a brief prompt.

For a discussion of other choices on the User Options menus, see the chapter of this guide which discuses User Options and Other Features.

Practicing for Expert Mode

As a novice member of a forum, there are two ways you can practice for eventually moving to expert mode.

- First, as you have seen, all of the menus in use in the forums contain lettered as well as numbered options. For instance, the first option on the Function Menu is "1 (L) Leave a Message." In menu mode, you can enter either the number or the letter at the "Enter selection or H for help:" prompt. To become familiar with the various commands, you can begin using the letters at the prompt, in this case "L" instead of "1".
- In addition, you can try out expert mode on a temporary basis. After making changes on your User Options menu, you will be prompted as to whether you want the changes made Permanently (for all future sessions) or Temporarily (for this session only). Many novices make changes temporarily to become familiar with the displays as they appear in expert mode.

Command Linking

Another expert technique that can save time in navigating forums is command linking. Many of the forum commands can be strung together at the prompt by semicolons.

For instance, If you did a "quick scan" and found three messages you wanted to read, you could read them all by typing:

```
RI 3124;3240;3256
```

which would mean "Read Individually messages 3124, 3240 and 3256."

Or, if you wanted to read all the messages addressed to "All" since the last time you visited the forum, you could type:

```
RS;T;All;N
```

which would translate to "Read Selectively, searching the To field for the word 'All' and start with the New messages (that is, the ones posted since last I visited)."

As this example shows, successful command-linking depends on putting in the letter commands in the order the system is anticipating them.

Many popular, short command strings use the N (for New messages) option. For instance, RF;N would Read Forward all new messages. QS;N performs a Quick Scan of the new messages. RT;N gives you the new messages on a forum board, but organized in their conversational threads. In some commands, like these three, you also can omit the semicolon and type RTN, QSN, etc.

Commands can be linked in either novice (menu) mode or in expert (short prompt) mode.

Commands Summary

The following is a list of commands used in forums. The letter commands can also be used in menu mode. This list contains commands you can use at the function prompt.

Navigation and Operational Commands

CO goes to the conference area

DL goes to the Data Library (You may also include the number of the data library you wish to use, e.g. DL5.)

V views member directory

OP sets user options (You can chain these commands, also. For example, if you are on the road and using a lap computer to check into your favorite forum from a hotel room, you could change your line length temporarily by typing: OP;LL 40;T;S).

I displays instructions

E exits from the forum

B reads bulletins

G x or **GO x** goes to another service, where x is the page number. (For example, GO OLT for Online Today's electronic edition.)

M goes to previous menu

MI goes to membership information

NEW displays an explanation of changes in the new version of the forum program

OFF logs you off the system and drops the carrier

BYE logs you off the system and drops the carrier

LOG logs you off the system and displays a new User ID prompt

SEN sends a message

SN lists sub-topic names

T goes to the "top" of the system to the first menu of CompuServe, TOP

UST lists users currently in the forum

Message Board Commands

L leaves a message

R reads messages (usually combined with a subcommand, like RI for "read individually" or RT for "read thread")

RI reads individual message (followed by a message number)

RT reads thread (followed by a message number)

RR reads messages in reverse order

RM reads messaged marked for your attention

RS reads messages by searching

QS executes a quick scan

D deletes (You can delete a message addressed to or from you at the Function prompt by typing D and the message number.)

S scans headers

SS sets sub-topic (usually combined with a subcommand, like SS2, which means "set my default sub-topic to 2")

After reading a message, here are commands you can enter at the "(UA RE T):" prompt:

RA reads message again

N reads next message

Enter reads next message

RR reads a reply

RE replies with current subject

UA replies with new subject

T returns to Function Menu

C continue

SM initiates stop mode

SK skips all replies

M marks message

RT reads thread

NS initiates no stop between messages

RP reads previous message in this thread

When leaving a message, you can use the following options:

S stores message (if you have not set a default sub-topic and do not include a sub-topic number, like S4, you will be prompted for which sub-topic to put the message in)

SP stores privately, so that only the sender and recipient can see it (this will work only if private messages are enabled; many forums do not allow private messages)

SU stores message unformatted

C continues entering text to the message

A aborts message

Data Library Commands

Selecting option 4 or entering DL at the Function menu takes you to the Data Library, where these commands are available:

BRO browses thru files. After you enter this command, you will be prompted for keywords of the files you are searching for and an age limit.

DOW downloads a file. You'll have an opportunity to specify the transfer by CompuServe's "A" and "B" Protocol, XMODEM or RAM buffer.

KEY searches the list of keywords used in the Data Library.

R reads a file, displaying its contents on the screen.

S scans the files. You can specify a particular file, such as S FILENAME.EXT and used optionals such as /KEY:keyword and /AGE:number of days.

UPL uploads a file from a disk in your microcomputer, using either CompuServe's "A" or "B" Protocol, XMODEM or the RAM buffer. Files must be approved by the sysop before being added to the library.

ERA erases a file that you have placed in the Data Library, subject to the sysop's approval.

EXI exits the Data Library and returns to the main forum area.

HEL displays additional information about the Data Library

SET Sets Menu and Brief mode. SET is followed by one of these options — BRIEF, NO BRIEF, MENU, NO MENU, PAUSE, NO PAUSE.

? xxx retrieves additional information on a specified command, such as "? SET". (? ALL will provide helpful information about all the commands used in the Data Library.)

Conference area

Selecting option 3 from the Function menu or entering CO at the menu or function prompt takes you to the conference area. All commands in conference are preceded by a slash (/).

The following are commands available in the conference area:

/STA, (status), gives you a list of the number of users on each channel.

/TUN tunes to a new channel. For example, /TUN 6 would move you to channel 6.

/MON monitors a channel other than the one you are on. You can monitor up to two channels at a time. (/MON 1,2 would monitor channels 1 and 2.)

/UNM unmonitors a channel.

/USERS displays a list of all users by job number, name, node and User ID number.

/WHERE # displays the user line of a person with a particular User ID.

/WHO gives the name and user ID of the last person who transmitted on the channel to which you are tuned.

/JOB displays the special number assigned to you when you logged into the conference area.

/UID displays the User IDs of everyone who transmits a message.

/NOUID "turns off" /UID.

/SQUname or **/SBU id** prevent you from seeing transmissions of a certain user.

/TALK allows you to talk privately with another user. (/TALK 43 would notify the person with Job 43 that you wanted to talk.)

/SCR code places you in scramble mode and enables you to send and receive messages from any other user who had scrambled on the same code word on that particular channel.

/XCL code allows you to monitor a scrambled channel while transmitting and receiving on a public channel.

/SMC code allows you to monitor a public channel and transmit and receive on a scrambled channel.

/DAY displays the current time.

/BAND # takes you to the other CB band.

/HELP gives you a list of CB commands.

/EXI exits conference mode and returns you to the regular services.

/OFF or **/BYE** logs you off the system.

/GO mm-n leaves CB and goes to another page in the system

Control Codes

Control characters (control key and another key pushed simultaneously) can be used to "control" the output. The following are the most widely used within forums:

[Control P] aborts output and returns you to function command level.

[Control O] allows you to skip message text while reading messages

[Control S] suspends output immediately, stops scrolling

[Control A] suspends output at the end of current line

[Control Q] restarts output or scrolling

[Control W] restarts output after a [Control A]

[Control U] deletes the line your are entering (before you press [Enter])

[Control V] displays the input line (before you hit [Enter])

The Electronic Mall (GO MALL)

Shopping has never been easier than with CompuServe's Electronic Mall. From your home or office, you can visit online shops in each of 11 mall departments, browse through catalogs, make selections, order and charge them to a major credit card and have the merchandise delivered to your home.

The mall departments include the Auto Shop, the Book Bazaar, the Financial Mart, the Leisure Center, the Merchandise Mart, the Newsstand, the On-Line Connection, the Personal Computer Store, the Record Emporium, the Specialty Boutique and the Travel Agency. New departments may be added.

The Mall is open 24 hours a day, seven days a week and has no membership fee or surcharge. Developed by CompuServe and L.M. Berry and Co., a leading Yellow Pages directory publisher, the Mall uses proprietary software that makes browsing and ordering easier and more reliable than any other videotex shopping service.

Locating the Electronic Mall

To get to the Electronic Mall, enter the Quick Reference Words GO MALL or GO SHOP at the ! prompt. Most mall shops have a two-letter code, and you can simply enter the GO command followed by the two letters to visit specific shops.

The Mall has several ways for you to find shops of interest:

- On the main menu of the Mall, you will find one option called "Browse the MALL," which lists the shops grouped in the Mall departments.
- There is also a Directory of the Mall option that lists the merchants in alphabetical order.
- In addition, "New & Noteworthy" is a Mall newsletter, frequently updated with news of specials and new features in some of the popular shops. To read the newsletter, enter GO NNW at any ! prompt.

Ordering Goods

Each Mall merchant has a "How to Order" section which you should review as you shop. The order command works the same for all shops, but each varies slightly in payment and delivery methods. Also, a complete "How to Order" section is located on page EM-1. It is a good idea to read both.

When you have located the products you are interested in, enter O (for "Order") at the prompt on your screen. If you have entered O on a menu, you will be prompted for the number of the menu choice. If you enter O on an article describing the product, there is no need for another prompt.

In either case, your order will be stored until you choose to leave that shop. That way, you can continue browsing in that shop, placing as many orders as you wish.

When you leave this shop, you will be asked to either confirm or cancel the order. To cancel, simply type EXIT at the prompt.

While completing the order, you will be asked to specify the quantity of the products ordered, your name, address, phone number, credit terms and delivery method. Then you will receive an order summary. You have the option of changing any part of the order.

After you have told the system that your order is correct and complete, you will receive a confirmation number. You will also be given the option to receive an EasyPlex message summarizing your complete order. Use this number if you need to inquire about the order. To do so, contact the merchant directly; a company address and phone number are provided in each database.

A reference card listing most MALL commands is located in the Reference section of this manual.

Payment Options

Mall merchants provide a variety of payment options. Most accept at least one major credit card — VISA, Mastercard and/or American Express. Some may choose to bill you directly. The methods of payment available always are listed in the "Ordering Instructions" of the individual shops.

Since most merchants accept credit cards, it is useful to have your card handy when ordering. You will be prompted for the type of card, the card number and the card expiration date.

Billing and Prices

The true cost of a product is not necessarily the price of the item you see. While some merchants include shipping and handling charges within the cost of the product, others add these to the final bill. Therefore, your final bill may be slightly higher than the total cost indicated when ordering, because of shipping/handling charges, sales tax, etc. Each merchant has an ordering section on the top menu of the store which indicates special ordering instructions, such as including tax, shipping and handling.

Also, remember that the cost of any items you order in the Electronic Mall will NOT be added to your CompuServe bill. They will be charged to the credit card you use to complete each order or collected upon delivery (C.O.D. orders).

Checking the Status of Your Order

The most effective way to check on your order is to contact the Mall merchant from whom you ordered the products. Each merchant lists an address and telephone number within the online shop. Many also include direct feedback sections and toll-free telephone numbers.

Generally, here is the information you will need when you contact the merchant:

- Your name, address and telephone number
- Your CompuServe ID number
- The name of the products and the date they were ordered
- The products item number and the confirmation number

If you have contacted the Mall merchant, and still need help, type GO EM at any ! prompt where you will find a feature called "Talk to the Mall Manager." Compose an electronic message to the manager under the "Problems with a Merchant" section, being sure to include all the above information. Please DO NOT contact the CompuServe Customer Service representatives with questions about an order. They will just instruct you to leave your message with the Mall Manager.

Tips

To decide on merchandise to buy, you need not rely on product descriptions in the shops. Most Mall merchants accept EasyPlex inquiries about their products.

To cancel a completed order, please contact the Mall merchant directly.

In the Electronic Mall, merchants frequently update product information by adding contemporary items and by withdrawing old material. To discover all the latest values and updates, type GO NNW to access the "New & Noteworthy" section of the Mall.

Financial Services (GO MONEY)

CompuServe provides a wide range of financial utilities to stay on top of today's market opportunities, whether you need current day prices for particular stocks or sophisticated analysis of business conditions. You can reach this area of CompuServe by entering one of these Quick Reference Words — Go MONEY, TICKER or QUOTES.

The area is designed to let you use a simple menu structure to retrieve:

- Market quotes and highlights
- Corporate reports
- Banking/brokerage services
- Projections on corporate earnings and economic trends
- Discussion forums on economic matters
- Micro software interfaces
- Personal finance and insurance information
- Business news

Information comes from highly regarded sources such as Standard and Poor's, Value Line, Disclosure II, I/B/E/S, MJK Commodities and many more. In addition, MicroQuote II lets you store your own financial information, such as stock portfolio ownership, online for quick analysis. Some of CompuServe's financial programs are value-added services. Check your subscription booklet that accompanies this reference manual for the general rate schedule. For the latest rates, you can select the "Instructions and Fee" option after typing Go MONEY.

Market Quotations and Highlights

CompuServe has the financial markets covered on all bases. Market coverage includes 20 minute delay quotes on the stock markets and daily history of the Stock, Bond, Option and Commodities markets back through 1973 (1979 for the Commodities). Performance of Mutual funds and stock market indexes can also be monitored.

In addition to an abundance of market data, CompuServe provides an extensive list of research tools to help you sort through the financial market data in a fashion specific to your needs.

Current and Historical Quotes

Some of the programs CompuServe offers to analyze financial market data include:

- **Price History Retrieval** gives access to daily, weekly, or monthly prices in an easy-to-read format. Asks for starting and ending date for the report. You can enter the dates in several formats, such as 19850501 or 5/1/85 or 1-May-1985. You will be shown the volume, high/ask, low/bid and closing average for each day, week or month you request.

- **Dividends, Splits, Bond Interest** shows the history of an issue's dividend for the period of time you specify. You are shown the rate, type, ex-date, record date and payment date for the stock issue. You can even determine the exact date and quantity of stock splits.
- **Pricing Statistics** quantitative statistics over the past year (261 pricing days) for the issue you choose, including the high, low, high close, low close, volume, mean and standard deviation.
- **Detailed Issue Examination** a fast, efficient way to get an overview of the stock in question. The report includes summaries of the stock's earnings, dividends, volume and sales history, as well as codes such as its CUSIP and ticker information. Also an excellent way to determine if "long lost" issues from grandmother's portfolio are still being traded.
- **Bonds listing** lists all the bonds for any company you choose, and lists Yield to Maturity, coupon rate, current price.
- **Options Profile** lists all options outstanding for any company you choose. It lists the day end closing prices for all options trading on that company.
- **Ticker and CUSIP lookup** allows you to find the actual exchange ticker symbols and CUSIP numbers for any company of your choice. You enter portions of the company's name, and the program lists all companies with such text in their names.

Commodities Pricing

Commodities pricing allows you to focus on market fluctuations each day through history. By comparing commodities pricing to recent historical events, you can look to see how commodities prices are influenced by economic and agricultural news.

Investment Analysis Tools

- **Market Highlights** Which were the most exceptional stocks yesterday? Find out not only the most active stocks but also those which have gone up or down three, four, or five days in a row. Find

"GAP" stocks and stocks with really exceptional volume compared to their own trading tradition.

- **Securities Screening** (Available in the Executive Service) Enter your own investment criterion and see which securities meet your test. You can select all Stocks, Bonds, Options, or Mutual Funds which satisfy your criterion. Search on items including latest price, exchange, beta, earnings, or SIC code. Useful whether you are buying into, or selling short. Great for picking bonds with specific maturity dates and yield targets.
- **Return Analysis** (Available in the Executive Service) What is the "Holding Period Return" on your portfolio? What is the annualized rate of return? What has been the performance during comparable historical time periods of holdings which you are considering to buy? This program calculates both the holding period and annualized rate of return on the stocks you choose to analyze. You can include or exclude dividends from the return calculation. Excellent for comparing performance relative to a market index.
- **Portfolio Valuation** Value as many portfolios as you wish. Keep portfolio lists of stocks which you own, or of stocks you have considered. Enter the shares you own into your stock list, and you will be able to print out the value of your portfolio on any given day.

Corporate Reports

Many believe that it is very important to look beyond market data before investing. To handle your company research needs, CompuServe has an extensive base of information drawn from corporate reports. Not only do we report what the companies report about themselves, but we also report what top analysts report about the companies. Online financial data includes:

- **Standard and Poor's** An evaluation from Standard and Poor's General Information File, containing the business summary, important developments, product/service line contributions to revenues/profits, corporate officers, selected financial items and future earnings projections.
- **Disclosure II** (Available in the Executive Service) What business is the company in? What subsidiaries does the company own? Who are the principal owners of the company? How profitable has the company been? Are profits growing? Are revenues growing? Who are the Officers and Directors? How much do the officers each earn? Have there been any unusual corporate events recently (i.e. acquisitions)? Where is the company's headquarters? Which Business Segments are doing better for the company? How sound is the company's balance sheet? These are just a few of the many questions you can answer by browsing through the Disclosure II reports. With extensive coverage of over 9,000 publicly held companies, there is very little you can miss. This database has one of the broadest company coverages of any financial database available today. The reporting format is very straightforward and easy to follow, so you can get to the information you need fast.

- **The Value Line Database II** This data source is widely known to have very in-depth financial reporting. This is because it contains a great many numerical accounts for each company which is covered. This database not only reports actual financial results but also Value Line's own estimates and projections of what results will be in years to come.

Ticker Retrieval

Studies have shown that a program is most useful if it allows the user to select the object (topic) of analysis first, and then let the user pick what analysis should be performed on that object.

Ticker Retrieval (available in the Executive Service) allows you to select a company first (the object) and then you can select which analysis you wish to see on that company. This order keeps you from having to enter a ticker symbol over again for each analysis you'd like to run.

You'll find Ticker Retrieval under Corporate Reports on the Financial Menu. Selecting the Ticker Retrieval option displays the following message:

```
Enter a ticker, (i.e. HRB), a CUSIP (i.e. 09367110),
or an asterisk followed by the beginning of a
company's name (i.e. *BLOCK). Type M to exit
or /HELP for cost information and instructions.
Company:
```

For instance, you would use the ticker retrieval program to avoid jumping back and forth between the Market Quotes and Highlights section and the Corporate Reports section. Important analyses from both these areas are included in Ticker Retrieval.

After entering the ticker, you are shown the 20-minute-delayed market information on that issue. A typical report looks like this:

```
BLOCK H & R INC                        (HRB) Cusip: 09367110
                            Exch: N
    Date     Time    Volume   High      Low     Last     Change
 7/15/85     FINAL   9,000    42 1/2    41      42 1/2   None
```

You also are given options to retrieve the following additional information:

- descriptive information about the company
- pricing history
- dividend history
- pricing statistics
- detailed issue examination
- annual financial statements

- quarterly financial statements
- estimates and projections
- officers and directors

Earnings Projections and Economic Outlooks

Whether you work closely with analysts' projections or whether you are a "contrarian" investor who goes against the market, you will want to know what the top analysts are saying about the future of a company's earnings. The I/B/E/S database (available in the Executive Service) analyzed the earnings estimates of all the leading analysts into a single estimate. It also reports the estimate of the most optimistic and the most pessimistic analyst. What is the trend of the analysts' estimates over the past four weeks? Have estimates been rising or falling? You may want to use CompuServe's expanded I/B/E/S report to see the trend in analysts' estimates over time.

The economic outlook is an important factor in how you should invest. Are interest rates going up or down? Is the economy getting stronger? Which sectors of the economy are doing best? Use the Economic outlook reports to answer these and many other questions.

Banking and Brokerage Services

Do you know which checks have cleared through your personal checking account? Do you dislike waiting on the telephone to get to your broker? By using CompuServe's banking and brokerage services, you can link-up with banks to take advantage of their many services including account balance checking, and you can execute your stock, bond, or mutual fund trading orders right through your own computer.

By using Quick Way, you can place trading orders for immediate execution (within minutes) or you can place limit orders for execution when the price is your target. These orders are executed through the Quick and Reilly discount brokerage service. Once an order is executed, it is automatically added to your portfolio where you can keep tabs on portfolio value and performance.

The Quick Way Brokerage Service makes available a time quote service you see real-time quotations of stocks in your watch list as the market moves.

MicroQuote II

As a regular user of the CompuServe financial services, you might prefer the speed and efficiency of the MicroQuote II program, where you can operate in "command mode," build files of issues and run specific analyses in an expert mode. All of the information available under menu options is available in MicroQuote II, although the formats and the ways in which the reporting system works are, in some cases, different.

You may wish to order the CompuServe Securities Information System User's Guide, CS-447, to learn more about the capabilities available in this area. Your order can be placed by typing GO ORDER.

Financial Forums

By using CompuServe's Financial Forums, you can ask specific questions about financial matters such as the economy, or about technical matters such as running Lotus Symphony. You'll be asking professionals who know their subject matter well, and you'll have a chance to trade ideas with other investors or financial modelers like yourself. You can browse through these forums to get an idea of the information exchange they can offer you.

Microcomputer Interfaces

Your microcomputer has a great deal of power to help you with financial decisions. CompuServe has a great deal of data to help you with these decisions. By connecting your microcomputer to CompuServe, you can create an exceptionally efficient environment in which to do your analysis.

Supplying Spreadsheets with Data

Several CompuServe programs interface cleanly with LOTUS SYMPHONY or LOTUS 1-2-3, and the same output can be used for other modeling packages as well. In particular, CompuServe's Current Quotes program and Historical Stock/Fund Pricing program allow for easy data capture into these modeling languages. For more information, run these programs and enter HELP at the issue prompt.

Specific microcomputer programs

There are a number of microcomputer programs written which do portfolio management, technical analysis, and other financial functions. Some of the programs interface with CompuServe using special CompuServe programs for rapid downloading of the information which these programs require.

If you run across a program which does not interface to CompuServe for prices, please request a CompuServe interface from the author of the program. CompuServe is happy to work with software authors in developing an interface with CompuServe. Authors who have worked with CompuServe have found that our interface programs support error free data transfer in an easy-to-use format. Unlike some pricing services, our data transmissions are compacted into the fewest number of characters possible making the data transfer fast and accurate.

Microcomputer Graphics

Personal computers equipped to handle graphics can use CompuServe's Financial Graphics programs. To run these graphics, you will need a copy of CompuServe's Professional Connection version 3.0 or higher. You will find the Financial Graphics programs in the Microcomputer Interface section of the Financial menus.

You can exhibit graphs of stock price/volume, Five years of Revenue/ Expense, pie charts of Business Segment Revenue/Income and more.

Executive Service

Membership in the Executive Service, which carries a minimum monthly usage fee of $10, opens the door to a wide range of financial services.

Sign up for the Executive Service is available by typing "T" to return to the TOP menu and then selecting Instructions/User Information.

Features of the Executive Service include:

- **The Institutional Brokers Estimate Survey,** a product of Lynch, James & Ryan, which offers concensus corporate earnings projections for the fiscal year in progress and the fiscal year one year into the future. Coverage includes nearly 3,000 companies and represents a concensus of more than 1,000 analysts at more than 70 institutional research firms. Forecasts are updated on a weekly basis, and the reports display the most recent four estimates available.

- **The Executive News Service,** which puts the resources of The Associated Press to work for you. You can browse the latest news or set up your own "clipping service," in which news stories about subjects you specify will be collected for you to read at your convenience.
- **SuperSite demographic information from CACI,** available for every zip code and county in the United States. Twelve demographic reports are provided, covering general demographics, income, housing, education, sales potential reports for 16 major types of retail stores and consumer potential for three types of financial institutions.
- **Disclosure II,** provides both financial and textual information from reports filed with the U.S. Securities and Exchange Commission by more than 8,500 publicly owned companies. CompuServe also offers the Disclosure/Spectrum Ownership databases containing detailed public corporate ownership information on about 5,000 companies.
- **Ticker Retrieval** cuts across all the areas of financial analysis offered in CompuServe's Money Matters and Markets Area including the reporting of 20 minute delayed stock quotes, corporate reporting, future earnings estimates, and historical price retrieval. All you need to do is identify the company you wish to study ONCE, and you can perform all your reporting and analysis with a few keystrokes, without having to identify the company again.
- **Security Screening** makes the entire MicroQuote II database available to you for screening. Such items as price-earnings ratio, beta, and latest price, and SIC code are available for stocks and such items as maturity data, coupon rate and Standard and Poors quality rating are available for bonds.
- **Return Analysis** calculates the holding period return and annualized rate of return on one or more securities. You can monitor to-date performance including dividends fo your current holdings or analyze the historical behavior of possible investments during up and down markets.

TRAVELSHOPPER and OAG EE (GO TRAVEL)

Your computer can be your travel guide. Through CompuServe, you can search databases of hundreds of thousands of flights in seconds to customize your own travel schedule and save time and money. and you can qualify for special discounts on travel expenses by using CompuServe's features, like TWA's TRAVELSHOPPER and the Official Airline Guide — Electronic Edition. And A-Z Hotel Guide lists accommodations to fit virtually any travel budget.

These and related services are available in the "Travel" branch of the service. To visit them, enter GO TRAVEL at any ! prompt.

TRAVELSHOPPER

With TRAVELSHOPPER from TWA, you can browse flight availability and fares, which are updated regularly through a communications link operated by the airline industry. This means TRAVELSHOPPER provides you with up-to-the-minute information.

Once you provide information about your destination cities and date of travel, TRAVELSHOPPER will display available flights from its records of more than 3 million domestic and international fares. Flight schedules are for all major airlines and city pairs based on available seating, and reservations can be booked directly online.

You can reach TRAVELSHOPPER by entering GO TWA at any ! prompt.

Searching for Flight Information

TRAVELSHOPPER displays its information in a special order. The system assumes that you prefer direct flights (one flight) to a connection. It even displays non-stop direct flights over direct flights that make a stop. This means TRAVELSHOPPER allows you to start looking at the "best" flights for the time you requested.

After the system has found some potential flights for you, you can look at a display of all fares or one airline's fares in a specific market. After determining which fare is applicable to your itinerary, travel restrictions may be displayed. This allows you to shop for the best fare. You may even find that by changing your date of travel, you can save a substantial amount on your air fare!

Booking Your Reservations

If you enroll in TRAVELSHOPPER by selecting Option 2 from its main menu, you can actually book your flight reservations through the service. And, as a bonus, enrollment means you become an instant member of TWA's Frequent Flight Bonus (FFB) program and are eligible for free travel as you accumulate valuable mileage. There is no charge to join the FFB program.

As an FFB member, you will be able to update any reservation made through TRAVELSHOPPER if your travel plans change. Ticketing still is done by the current distribution methods, e.g., your local travel agent.

How to use TRAVELSHOPPER

Everything you need to look for airline schedules and fares and to make reservations is presented in question and answer dialogue in the TRAVELSHOPPER feature.

There are two ways you can use TRAVELSHOPPER:

- TO BROWSE: Even if you do not enroll in TRAVELSHOPPER, you can look at airline availability and fares by simply picking "A" from the TRAVELSHOPPER Main Menu. You will be asked for your travel destination cities.
- TO BOOK: If you wish to book your own airline reservations, you must complete the no-obligation enrollment questionnaire, available on the main menu. By providing this information, you will become a member of TWA's Frequent Flight Bonus (FFB) Program and receive a personal FFB number which will let you browse through airline information and book your own reservations.

Enrolling as a Member

As an enrolled subscriber to TRAVELSHOPPER, you may book your own airline reservations. Once you have answered the enrollment questions on the online form found on TRAVELSHOPPER's main menu, you will receive a reply via EasyPlex within 48 hours with your personal TRAVELSHOPPER (FFB) number. That is needed whenever you make reservations through the service. And to help protect you from false bookings, you are asked to set up an additional password that will be required whenever you enter the "booking" mode. It is suggested that a password different from your regular CompuServe password be used.

Also, about two weeks after enrollment, you will receive your personal TRAVELSHOPPER format guide, and a wallet-size card containing a list of CompuServe access numbers nationwide so you can access your reservation from wherever you are.

When you enroll in TRAVELSHOPPER, you automatically become a member of TWA's Frequent Flight Bonus Program. All new FFB members receive a 3,000-mile flight bonus upon enrollment. Just for signing up with TRAVELSHOPPER, you'll receive a 500-mile bonus for every TWA flight booked through TRAVELSHOPPER and flown during the first 90 days following enrollment.

To enroll you will need a major credit card number (American Express, Carte Blanche, Diner's Club, Master Card, Universal Travel Card, TWA Getaway Card, Visa). If you have a preferred travel agency, you can list its name, address, and industry number. If you have previously enrolled in TWA's FFB program, be sure to supply your FFB number.

Commands

TRAVELSHOPPER uses single-letter commands. Here are the main commands:

M returns to TRAVELSHOPPER's Main Menu to enter a new command. This option is available from almost every page in TRAVELSHOPPER.

H HELP, lists further explanation of your current page in TRAVELSHOPPER.

E exits TRAVELSHOPPER and return to the CompuServe main menu from anywhere in the TRAVELSHOPPER system.

A lists information on available flights and make your reservation.

F lists all fares and fare restrictions for one specific airline or a comparison of fares for all airlines.

R makes a reservation if the specific flight information and codes are known.

P examines or changes your reservation.

B checks your TWA Frequent Flight Bonus (FFB) mileage and current bonus programs available.

In addition, TRAVELSHOPPER has a "help desk" that can be reached by calling 800-TWA-1011.

A reference card listing most TRAVELSHOPPER commands is in the Reference section of this manual.

Official Airline Guides, Electronic Edition

The Official Airline Guides, originating from Oak Brook, Ill., lists about 700,000 flight schedules for 650 airlines serving 105,000 city pairs. Fare information for North American direct flights and connections also is available. Please note that actual flight reservations still must be made through individual airlines, their representative or a travel agency. OAG shows flight schedules for all major airlines and city pairs. All flights are shown regardless of seat availability.

You can reach the OAG service by enter GO OAG at any prompt on the system. To end your session with OAG, simply type "/Q".

Using OAG

Once in OAG, you may select information on airline schedules, fares, how to use the OAG EE as well as the OAG EE News through a regularly updated users newsletter.

The system uses a question-and-answer method in which you are asked for information about your flight plans including place of departure, final destination and time and date of planned departure.

Once you are familiar with the OAG EE commands, you can enter your information on a single line. Specific instructions on how to use the OAG EE are available after accessing the OAG EE database by entering the command "/I".

In addition, you can ask question of the management online by using OAG's feedback section. Be sure to identify yourself with your user ID. OAG will respond via EasyPlex.

OAG also operates a telephone hotline for question. The Help Desk at 800-323-4000. (In Illinois, dial 800-942-3011.)

There are two categories of OAG EE commands, those for retrieving airline schedule data and those for information about fares.

Schedule Information Commands

Here are the steps you would follow to retrieve schedule information:

```
/S [Enter]
  ENTER DEPARTURE CITY NAME OR CODE:

New York [Enter] (or NYC [Enter])
  ENTER DESTINATION CITY NAME OR CODE:

Los Angeles [Enter] (or LAX [Enter])
  ENTER DEPARTURE DATE:

15 DEC [Enter]
  ENTER DEPARTURE TIME:

8 AM [ENTER]
```

At this point, OAG EE displays the list of direct flights from New York to Los Angeles which depart on Dec. 15 at about 8 a.m. OAG has a "closest airport" feature. Enter your destination and, if it does not have an airport, OAG will suggest the closest airport and tell you the mileage between the airport and your destination. Each flight OAG EE finds will be on a numbered line by itself. Now you can enter one of the following options:

CX provides details about ALL the flight the database has found.

X1 provides details about a specific flight found. X1 would give you details about the first flight OAG EE found. If the database as found five flights, you could also enter X2, X3, X4, etc.

[Enter] (leaving the line blank) lists the flights departing LATER than 8 a.m. but with all the other specifications.

- lists flights departing EARLIER than 8 a.m. but with the other specifications.

F1 displays the fare of the first flight found. (Also could be F2, F3, etc.)

RS prompts you for return flight information.

/**Q** exits OAG EE and returns you to the previous menu.

Fare Information Commands

Here are the step you might follow to retrieve fare information:

```
/F Enter
  ENTER DEPARTURE CITY NAME OR CODE:

New York Enter (or NYC Enter)
  ENTER DESTINATION CITY NAME OR CODE:

Los Angeles Enter (or LAX Enter)
 ENTER DEPARTURE DATE:

15 DEC Enter
```

OAG EE now would display a menu of the fare types applicable to your specifications. You then enter the number of that menu selection and the database will list the fares, airlines, service types and airlines' fare codes for the item you've selected. Following that information, you have these options:

S1 displays the flight schedules for the trip specified in your first three steps that ALSO have the fare type you've just specified.

L2 displays limitations on the fare type you've specified.

Enter (a blank line), lists fares higher than the previous choice.

- lists far lower than the previous choice.

RF lists fares, airlines, service types and airline fare codes for the return flight departure, destination and date.

M displays the fare menu again.

/**Q** exits OAG EE

A-Z Hotel Guide

The A-Z Hotel/Travel Guide provides the latest national and international travel news headlines and up-to-date comprehensive listings of more than 20,000 hotels worldwide. Within the A-Z Hotel Directory, information on each hotel includes street address, location (such as downtown, airport), local and toll-free telephone numbers, telex, number of rooms, rates, credit cards accepted, hotel facilities and business services.

You can search for a hotel by specifying a city, the hotel name or chain, a range of room rates, or the facility or service you want. When you select, for example, a city, all available hotel/motels in that area will be listed. You may then make a series of selections from the extensive menu of criteria. You will then be able to see all the facilities and services that hotel or motel offers as well as current information including tariff (expressed in U.S. dollars) with the local currency exchange.

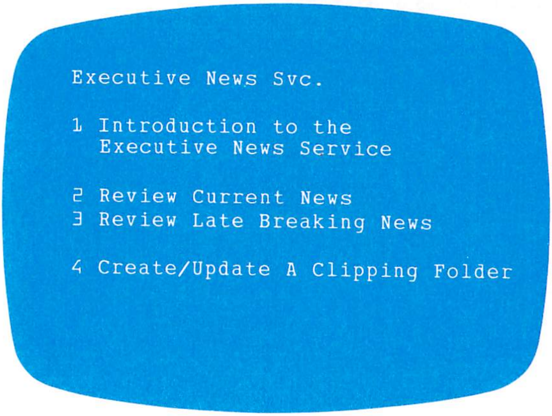
The Executive News Service (GO NEWS)

The Executive News Service puts the resources of The Associated Press to work for you. The AP is the largest news-gathering organization in the country and may report as many as 7,000 stories a day over its national and state news wires. The Executive News Service manages this vast flow of information to give you the news you need. Reach it by entering GO ENS or GO NEWS at any ! prompt in the system.

You can use the Executive News Service in two ways.

- Browse the latest news just as it comes across the national and state wires.
- Or use the power of CompuServe's computers to automatically "clip" stories of interest and hold them in a Folder.

Your commands are entered at a simple menu:



```
Executive News Svc.

1 Introduction to the
  Executive News Service

2 Review Current News
3 Review Late Breaking News

4 Create/Update A Clipping Folder
```

Browsing the Wires

Choosing the "Review Current News" option from the menu will let you look at all the stories the Associated Press has filed in the past 24 hours. You are asked to enter the two digit state codes representing the wires from which you wish to see stories. Then you indicate the categories of news you wish to see (i.e., Sports, Financial, etc.).

Your selected stories may be displayed by titles (headlines) or story leads (first three lines). From the menu of titles or leads simply enter the menu choice for any story you wish to read. The text will be displayed a page at a time. If you want to send a copy of a story to someone (even yourself) through EasyPlex, just enter the command SEND followed by the menu number of the story. You will then be prompted for the recipient's user number.

You may also browse for stories that have come across the wires in just the last hour by selecting "Review Late Breaking News." This option is useful when you are following an important event throughout the day. The prompts for wires, categories, and story menus are the same as in Current News.

Creating a Clipping Folder

The most powerful feature of the Executive News Service is its ability to "clip" stories of interest automatically as they come across the wire. Stories are clipped according to criteria you specify in a Clipping Folder.

When you select "Create/Change/Delete a Folder" you will be prompted for a Folder name, an expiration date (when the folder is to stop clipping stories), the number of days to retain clipped stories in the Folder, and the wires and categories to search. Next you will be asked to enter "key phrases" which define your interests. The Clipping Folder will then screen the wires around the clock for stories that contain the exact key phrases you specify.

Key phrases may be up to 50 characters long and can contain a word or a phrase. If you want to find stories that contain two or more words or phrases you may use the + sign in your key phrase. For example, OHIO STATE + FOOTBALL finds any story containing the phrase OHIO STATE and the word FOOTBALL (not necessarily next to each other). Capital and lower case letters are not differentiated so you may enter your phrase in either form.

You should take great care in setting up your key phrases since a narrow specification will cause you to miss stories while a general key phrase will fill your folder with unwanted stories. A good illustration of this is a key phrase for new product announcements from Apple. If you entered the key phrase APPLE you would get many unrelated stories on apple harvests, etc. On the other hand if you entered the phrase APPLE COMPUTER you would only get those stories with the word "apple" and "computer" adjacent to each other. A better key phrase would be APPLE + COMPUTER which requires that both words be in a story but not necessarily next to each other. The best key phrase for this topic would be APPLE + *COMPUT*. This key phrase makes use of the "wild card" character (*) which stands for any letter or group of letters. This phrase would clip stories containing APPLE and COMPUTER or COMPUTERS or COMPUTING or MICROCOMPUTER, etc., giving you every pertinent story.

Once a Folder has been created it is listed on the top ENS menu with the name you have assigned it. To delete a Folder or change any of its clipping criteria, select "Create/Change/Delete a Folder" from the top ENS menu, and you will be presented with a menu of options.

Reviewing Stories in a Folder

You may read stories in your Folders in the same manner as in Current News. Simply choose the Folder you wish to review from the top menu and specify whether you want to scan the stories by titles or story leads. Then simply enter the menu choice of the story you read.

A story may be deleted from a folder by entering DELETE followed by the menu number of the story. You may delete multiple stories by separating them by commas or specifying ranges of stories (i.e., 4-10). Stories may be sent through EasyPlex just as in Current News by entering SEND followed by the menu numbers of the stories. In addition, stories may be copied from one folder to another by entering COPY followed by the menu numbers of the stories.

Getting More Help

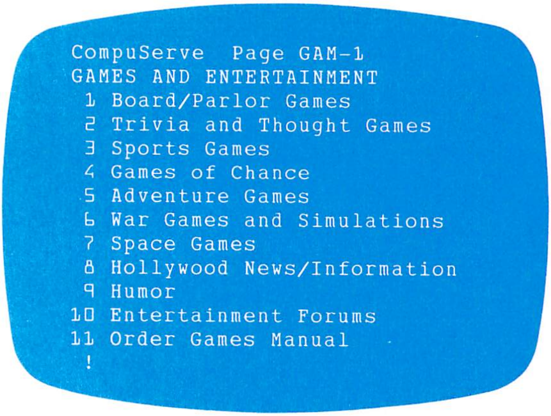
Help is available at almost every prompt in the Executive News Service. Just type H, ?, or HELP.

Games on CompuServe (GO GAMES)

CompuServe has an excellent games library, with computer recreational programs for every interest and every age group. The games range from computer classics like Star Trek, Hangman and the Original Adventure, to the latest in real-time multi-player games that let you pit your skills against online opponents.

Reach the games area from the Games and Entertainment menu, or by entering GO GAMES at any ! prompt in the system.

An overview of the games library is provided on the introductory menu:



```
CompuServe  Page GAM-1
GAMES AND ENTERTAINMENT
 1 Board/Parlor Games
 2 Trivia and Thought Games
 3 Sports Games
 4 Games of Chance
 5 Adventure Games
 6 War Games and Simulations
 7 Space Games
 8 Hollywood News/Information
 9 Humor
10 Entertainment Forums
11 Order Games Manual
 !
```

Previewing Games

Selecting any of the games on subsequent menus will first produce a summary, including the specified game's suggested age limits and its technical requirements. The summaries look like this:

```
MEGAWARS II
THE FOURTH DIMENSION

  1 To Read Instructions
  2 To Play Megawars II ($)
Suggested Age       :12 - Adult
Classification      :Space War
Players (min/max)   :1/8
Special Requirements:VIDTEX
Minimum Screen Width:32
Direct Access Page  :Go GAM-305
 !
```

Special Requirements

Some games use special graphics and cursor positioning, and therefore require players use CompuServe's VIDTEX or Professional Connection software. For information about that, see the Product Ordering area online (GO ORDER).

In addition, some are premium features and are designated as such on the menus by the symbol "($)".

The Multi-Player Games

CompuServe has received critical acclaim for the contributions to computer recreation of its series of multi-player games. These let you enjoy computer communications by creating a game environment in which you can compete against other players across the country who are logged on at the same time you are.

Here are some of the top-of-the-line multi-player games:

MegaWars series

MegaWars, a classic multi-player space game, has been so popular with CompuServe subscribers that it now has three editions online.

- The original MegaWars is a real time space battle between 1 and 10 people, who manage ships, colonies and armies and can communicate directly with each other — to help or distract.
- MegaWars II, The Fourth Dimension, uses color graphics and sound to enhance game activity. It is designed for two teams of up to 4 players each. Any ships not manned by players will be controlled by robots. The goal of the game is to destroy all 4 enemy ships and capture as many enemy and neutral planets as possible with sophisticated weapons systems.
- MegaWars III, The New Empire, simulates the expansion of humanity into unknown reaches of the galaxy, and the colonization of planets suitable for human habitation. The game consists of two separate phases which makes it two games in one. The first is the interactive phase, in which the player has direct control over the ship, and flies about the Galaxy exploring for new planets to colonize and blasting away at the enemies that are often encountered. The second phase is the economic model, where the player can manipulate the economies and populations of the bases he or she owns.

CompuServe Casino

The casino includes the multi-player Social Blackjack, a new twist on an old favorite. The object of the game is to get a hand as close to twenty-one points as possible without going over, while playing against other people online. You can be either a "Gambler" or a "Spectator" and may change your status at any time. Gamblers will play the game while spectators may watch the action and listen to the player's kibitzing. Gamblers may be given the option of being the dealer if there is none.

Sea War

SeaWar is a multi-player game with five classes of objects. Each player has some of each class although usually no two players have identical strengths. (There is no parity in real life and none in SeaWar.) To reach your objective you manipulate aircraft carriers, battleships, cruisers and submarines.

Space War

This is a high-speed multi-player shoot-em-up game, suggested as a primer for the more advanced MegaWars series. The object is to seek out and destroy all other space ships in the game. Each individual player is playing against all other players. Points are awarded for each ship hit. Points are subtracted each time your ship is hit.

Adventure Games

CompuServe always has supported top-flight text adventure games, including the Original Adventure and the Scott Adams adventure series.

One of the most popular adventure games is The Dungeons of Kesmai, a fantasy role-playing game in which the player descends into an ancient underground fortress defended by the forces of Evil. The goal is to slay as many evil creatures as possible and to bring back the treasures found below. The game uses graphics, is played on screens of 40 columns or greater and supports cursor positioning for added enjoyment.

The "Focus On" Section

In an effort to help our customers become as proficient as possible using certain CompuServe products and services, this "Focus On" section was developed as a way to "focus on" particular procedural techniques.

By following the "hands-on" dialogue, you will quickly familiarize yourself with some of the most popular features on CompuServe.

Grolier 's Encyclopedia

Grolier 's Academic American Encyclopedia

More than 30,000 articles and 10 million words are available in the Electronic Edition of Grolier's Academic American Encyclopedia. That means that through your computer keyboard you can quickly search a 21-volume reference work, the first entirely new encyclopedia published in more than a decade.

In addition, Grolier's is updated quarterly, so that it contains many contemporary articles usually not found in printed encyclopedias, making it ideal for homes, offices and schools. Grolier's Academic American Encyclopedia is available under the Reference/Education category on the TOP menu or by typing GO ENCYCLOPEDIA.

Timely Information

Many of the longer articles in the Academic American have an outline listing the major section of the entry. That means you can go directly to the particular information you are interested in without having to page through the entire article.

For instance, searching for an article on a specific country will produce this menu:

```
1. Land
2. People
3. Economic Activity
4. Government
```

Choosing "Land" would produce another menu from which you could choose SOILS, CLIMATE, DRAINAGE, VEGETATION AND ANIMAL LIFE or RESOURCES.

Summaries and References

The Academic American Encyclopedia includes a number summaries and special references for further research. For instance:

Fact Boxes Many articles include a "Fact Box" which displays easy-to-read facts and reference information. If an article has a fact box, it will be indicated on a menu page. All the articles in these categories include fact boxes: countries, continents, states, Canadian provinces and U.S. presidents.

Tables Hundreds of the articles also have information displayed in tabular form. This could include sports records, industrial production figures, or awards and prizes. All tables in the encyclopedia are displayed in 39 columns on the screen.

Cross References The Academic American includes an extensive system of cross-reference to other relevant information. They can direct you to other online articles.

Bibliographies Some 40 percent of the Academic American's articles conclude with bibliographies. These list other books and periodicals of particular relevance for further research.

Searching Academic American

You can reach the Academic American by entering GO AAE at any prompt. Once there, you can begin your search at any ! prompt by typing SE following by your search term. The system will seek a match to your term and display articles it finds.

Some tips on searching:

- Enter the search term in singular form (HORSE rather than HORSES.)
- If you enter a search term of one or two letters, the Academic American will look for only those articles that match the characters exactly. However, if you enter three or more characters, the system will search for all topics that begin with those letters.
- Help is available online by selecting the "Beginning a Search" and "Trouble Finding an Article" options under the AAE User's Guide section.
- You can make comments and suggestions to the Academic American management by selecting the "Grolier Talk-Back" option off the service's main menu.

Subscribing to the Service

You can subscribe for unlimited access to the encyclopedia. Subscriptions are offered for one year, six months, or one month. Information on the latest rates is displayed when you select the "Electronic Encyclopedia" option from the Reference/Education menu.

VIDTEX and Professional Connection Communications Software (GO VIDTEX)

Professional Connection and VIDTEX

While you can log on to CompuServe with virtually any reliable communications software, CompuServe offers its own powerful programs that can enhance your use of the system by giving you additional capabilities.

The programs are called the Professional Connection (for the IBM PC and IBM compatible computer family) and VIDTEX for most other major personal computers. All can be purchased through the online order section (type GO ORDER) as well as in retail stores across the United States.

Besides communications features, CompuServe's software provides capabilities such as:

- Error-free file transfer to protect your important files from phone line interference when transmitting and receiving, using CompuServe's own "B" Protocol.
- RAM Buffer controls, with which you can capture information received from CompuServe and save it on a disk in your computer.
- Automatic Logon, by creating and executing special AUTOLOG files to automate the log-on procedures.
- Function keys, with which you can define specific keys with frequently typed commands. Key definitions can be saved on a disk and you can have multiple sets of function key definitions saved.
- Video Special Effects — the software responds to commands from CompuServe that lets you enjoy color graphics and special displays on some computers.
- Printer controls to let you get printed copy of information received from the system.
- Word-cleaning to improve the appearance of received material. VIDTEX lets you avoid split words at the end of lines.

You can get more information about VIDTEX and the Professional Connection online by entering GO VIDTEX at any prompt in the system.

What is File Transfer?

One of the most important functions of VIDTEX or the Professional Connection is to allow you to send files to and receive them from CompuServe.

VIDTEX provides two major ways you can transmit and receive whole files of data without typing.

The "data capture" method is an excellent way to save or transmit anything that is displayed on your screen. A second way to transfer information is VIDTEX's "B" Protocol file transfer. It bypasses your screen, so it generally is faster and more accurate than data capture. "B" Protocol also features an error detection and retransmission feature virtually guaranteeing accurate and complete transfer of information from and to your computer.

For more information on both methods of file transfer, consult your VIDTEX manual or visit the online discussion by entering GO VIDTEX at any ! prompt. And for a further discussion of transmitting and receiving, see the section of this reference manual called "Uploading and Downloading on CompuServe."

Where to use File Transfers

A number of CompuServe features give you an opportunity to use the "B" Protocol. Any prompt on the system that refers to "UPL" or "Upload" and "DOW" or "Download" will have options for using the "B" Protocol of VIDTEX. These include:

- Public Access
- The data libraries of the discussion forums
- EasyPlex
- MicroQuote
- Your Personal File Area
- CompuServe's Software Exchange software library

In addition, many of the online games on the system make use of graphics capabilities of VIDTEX.

Upload/Download/Access

Uploading and Downloading on CompuServe

Of all the terms in computer communications, "uploading" and "downloading" may be the most misunderstood. However, on CompuServe they simply mean sending files (information) to CompuServe (uploading) and receiving files from CompuServe (downloading).

You will have many opportunities to send and receive files to and from your microcomputer, such as when using the following features:

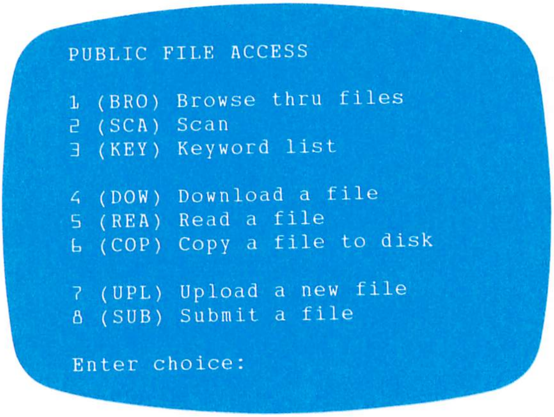
- EasyPlex
- the Public Access area
- Your Personal File Area
- The data libraries of most discussion forums
- MicroQuote
- Software Exchange software library

In this section, you will see how to upload and download using CompuServe's VIDTEX and Professional Connection software, and learn more about Public Access and the Personal File Area. The procedures used there are similar to those used in forum databases and in EasyPlex.

Public Domain Software

Public Access is a database of thousands of public domain programs submitted by CompuServe subscribers over the years. You can download many of them, save them on a disk on your microcomputer and use them when you are off-line. Access also includes many text files — articles and stories shared by other users. The VIDTEX software from CompuServe is designed to make downloading of text files easier.

To visit Public Access, type GO ACCESS at any ! prompt or you can reach it through the COMMUNICATIONS branch of the system. When you arrive, you will see a display something like this:



```
PUBLIC FILE ACCESS

1 (BRO) Browse thru files
2 (SCA) Scan
3 (KEY) Keyword list

4 (DOW) Download a file
5 (REA) Read a file
6 (COP) Copy a file to disk

7 (UPL) Upload a new file
8 (SUB) Submit a file

Enter choice:
```

"Upload" is option 7 on this menu. If you had a public domain program that you would like to share in Access, you would select 7 and follow the subsequent prompts. (Incidentally, Public Access can be used ONLY for public domain programs. Uploading commercial software is strictly prohibited.)

Before you upload material, you probably would like to get an idea of the kind of files that are stored in Access by browsing through the database with option 1.

At the prompt you can enter either a digit or type the letters in parentheses, in this case, BRO. Either way, the next prompt is:

```
Enter keywords (e.g. modem)
or <ENTER> for all:
```

Here you can enter a keyword if you are looking for a specific subject. For example, if you typed IBM at this prompt, it would find only those files which had "IBM" among its keywords. Or you can leave this prompt blank to find all files.

In either case, the next prompt will be:

```
Oldest files in days
or <ENTER> for all:
```

When browsing in Public Access, you can specify that you are looking for files that have been uploaded within the past few days. For instance, if you entered 5 at this prompt, the system would look only for those files that were entered within the past five days. Or if you want to find all files, regardless of age, leave this prompt blank by just pressing the [Enter] key.

Searching Public Access

After you have made your determinations on keywords and age, Public Access will begin searching for the material. When it finds a file meeting your specifications, it will display it, something like this:

```
[70000,11]
SCROLL.BAS      12-May-85 3640          Accesses: 495

     Keywords: IBM  SCROLL PROGRAM

     Program for the IBM PC to use the Scroll Lock key
```

followed by a menu like this:

```
DISPOSITION

1 (REA)  Read this file
2 (DOW)  Download this file
3 (TOP)  Top Access Menu

Key choice or <ENTER> for next:
```

If you wanted to simply examine this file, you could "Read" it by selecting option 1 (or enter REA) at the prompt. It would display the file on your screen. If you wanted to bypass this file and continue to the next one Public Access has found, you could press the [Enter] key, or if you wanted to discontinue the search and return to the main menu of Access, you would use option 3, or just enter TOP.

Downloading

You would use the remaining option if you wanted to copy the file to a disk in your microcomputer, that is, "download" it. Selecting that option may show you a menu like this:

```
Transfer protocols available -
1 XMODEM (MODEM7) protocol
2 CompuServe 'B' protocol
3 CompuServe 'A' protocol
4 DC2/DC4 CAPTURE protocol

0 - Abort transfer request

Please make a selection:
```

CompuServe has available several of the popular methods for "error-free file transfer" — XMODEM (sometimes called "the Christensen protocol"), "flow control" (DC2/DC4) and CompuServe's own protocol. Check the documentation for your own software to see if it recognizes any of these procedures.

If you are using CompuServe's VIDTEX software or the Professional Connection program, you should select option 2, CompuServe 'B' Protocol.

Downloading with VIDTEX

If you are using the VIDTEX software, the system will prompt you for a file name after you select option 2. It will be asking for what you want to call the file when it is placed on the disk in your microcomputer. After you have specified a name, the transfer will begin, with the system communicating with VIDTEX to turn on your disk drives and save the information under the file name you indicated.

The screen display varies according to your model of personal computer, but the screen will display something like this:

```
1++++++2++++++3++++++4 etc.
```

as the blocks of information are transferred. When the procedure is finished, you will be returned to the Access menu.

Downloading with other software

If you are using a program other than VIDTEX or the Professional Connection, you will need to refer to your owner's manual to see if it supports one of the other protocols in use.

For instance, if your program uses XMODEM (also called MODEM7), CompuServe will give you an opportunity to set up the file name on your machine and send it a signal when you are ready to receive.

DC2/DC4 is used primarily for text files or ASCII BASIC programs and supports XON/XOFF "flow control." Again, consult your software's manual.

Uploading

Sending files to CompuServe ("uploading") is the same basic idea. At the main menu of Public Access if you selected option 7 (or enter the letters UPL), the system will need to determine which transfer procedure you want to use for sending the file. If you are using VIDTEX or the Professional Connection, you would specific the "B" Protocol. For non-VIDTEX software, consult your manual to see if you can transmit using either XMODEM or "flow control" (DC2/DC4).

If you specify the "B" Protocol, the system will ask for the name of the file you are sending as it exists on your disk and the name you want it to have when it is placed in Public Access. Then the transfer will begin. Using XMODEM or DC2/DC4, the system will ask you to name the file as it will appear in Access, then in most cases, ask you to signal when you are ready to begin sending.

After the transfer, you will be asked for keywords for the file and a brief description. Files are usually available in Access 24 hours after they are uploaded.

This is the same procedure you can use to upload or download files in the Data Library areas of CompuServe's discussion forums.

Please check your software's manual to determine any changes in the procedure as described here.

About the "B" Protocol

CompuServe developed its "B" Protocol to ensure the accuracy of the transmitted file by comparing each transmitted line of data with the original. Any errors are detected and corrected. Thus your important files are protected against possible damage from telephone line noise and other types of interference.

When uploading files, you should use some specific extensions so that VIDTEX will perform properly for those later downloading the material. For instance:

.TXT Text transfer (as in LETTER.TXT)

.IMG Machine specific transfer (as in GAME.IMG)

.BIN Binary transfer (as in EDIT.BIN)

If you do not specify one of these extensions, VIDTEX performs a text transfer.

About the XMODEM Protocol

CompuServe has implemented a version of the XMODEM protocol that allows most XMODEM users to successfully transfer files. Additional information on XMODEM may be found by entering GO VIDTEX.

When using most communication packages with CompuServe for file transfer, some of the communication parameters must be adjusted. The following parameters should be set as:

	Crosstalk	PC Talk III	Smartcom II	Symphony
Data bits	8	8	7	7
Stop bits	1	1	1	1
Parity	None	None	Even	Even
Infilter	ON			
Outfilter	ON			

After the parameters are set, they may be saved to a configuration file.

XMODEM Technical Tips

A few communication packages, when configured to 8 data bits and parity NONE, think that the user intends to display graphics, so they display the graphic character set when communicating with CompuServe. To avoid this, you can adjust your terminal parameters by entering GO PROFILE at any ! prompt and set your parity to ZERO.

Your User ID will still appear in the graphics characters, but once you enter your User ID, the ASCII character set will be used. PC Talk III is one of the packages that displays graphics characters.

Smartcom II version 2.0 and Symphony are examples of XMODEM packages that work best when the data bits are set to 7 and parity is EVEN. With these settings the online dialogue is correctly displayed, and the software automatically switches to 8 data bits, NONE parity while the file transfer is taking place.

Defining Terms

TEXT transfer is used to send or receive any type of text file, such as a letter or an untokenized BASIC program. When uploading a text file, VIDTEX translates from the remote computer's character representation to standard ASCII. This usually includes adding line feeds or carriage returns. When a text file is downloaded, VIDTEX translates the text from standard ASCII to the microcomputer's character set.

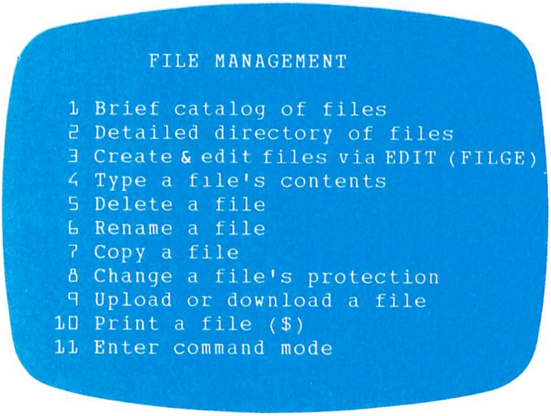
MACHINE SPECIFIC transfer is used to transfer machine dependent files. You should use machine specific transfer for uploading and downloading programs for your computer. During a machine specific transfer, VIDTEX inserts all of the information it needs to recreate the file exactly as it originally existed. If you try to download a machine specific file to a microcomputer different from the type that uploaded it, VIDTEX will issue a warning message because the file will not be usable.

BINARY transfer is used to transfer eight bit files such as tokenized BASIC programs and machine language programs. This also can be used to transfer most microcomputer's BASIC data files. VIDTEX does not alter any data during a binary file transfer. Machine specific information is not included in a binary transfer.

Using VIDTEX in Your Personal File Area

You also may want to upload files to your own Personal File Area (PER). Some subscribers keep form letters, for instance, in their PER areas for use in EasyPlex. Many users of lap portable computers keep copies of programs in their PER areas in order to save memory in their machines.

To reach your Personal File Area, enter PER at any ! prompt. You also can reach it through the COMPUTERS & TECHNOLOGY branch of the menus. When you arrive, you will see a menu like this:



```
          FILE MANAGEMENT

  1 Brief catalog of files
  2 Detailed directory of files
  3 Create & edit files via EDIT (FILGE)
  4 Type a file's contents
  5 Delete a file
  6 Rename a file
  7 Copy a file
  8 Change a file's protection
  9 Upload or download a file
 10 Print a file ($)
 11 Enter command mode
```

As the menu indicates, many of the options here allow you to manipulate files already in the PER area — options 1 and 2, for instance, will catalog the existing files and option 4 will prompt you for a file and then display its contents. To delete a specific file, use option 5, etc.

If you would like to write a file in your PER area (a form letter for EasyPlex, perhaps), you would select option 3. The writing and editing commands are the same as those used in EasyPlex.

As you see here, to upload or download use option 9. It will display the same selection of file transfer protocols. If you are using the VIDTEX or Professional Connection programs from CompuServe, you should select the "B" Protocol. If you are communicating with software other than the VIDTEX program, consult your users manual to see if you have another recognized file transfer procedure, such as XMODEM.

Once the file has been transferred to your Personal File Area, it can be manipulated by any of the other options on the PER menu.

Other Areas for Uploading and Downloading Information

Here are some other areas in which uploading and downloading can be helpful tools:

- MICROQUOTE is a series of programs for retrieving and storing current and historical stock information. More than 40,000 issues are available in the historical database, with quotes back to Jan. 1, 1974. The MicroQuote program, MQDATA, automatically stores stock information in a file which you can download with the "B" Protocol.
- CompuServe's Software Exchange is an online software shopping service. You can purchase programs and download them directly to your computer for immediate use, using the "B" protocol, which will ensure the reliability of your purchase.
- EasyPlex is CompuServe's electronic mail service. You can write letters off-line and upload them instead of typing in your letters while you are online.
- Data libraries in forums contain text files and public domain programs which can be downloaded. You may also upload your own files to forum data libraries.

Using VIDTEX via DataPac

The Canadian network, DataPac, does not support "B" Protocol file transfer, but you can can download and upload using the RAM buffer functions of VIDTEX.

A new error-free file transfer protocol is being developed which will work on DataPac. Please watch Online Today's Electronic Edition and "What's New" for an announcement.

B Protocol is supported on the CompuServe TYMNET and Telenet networks.

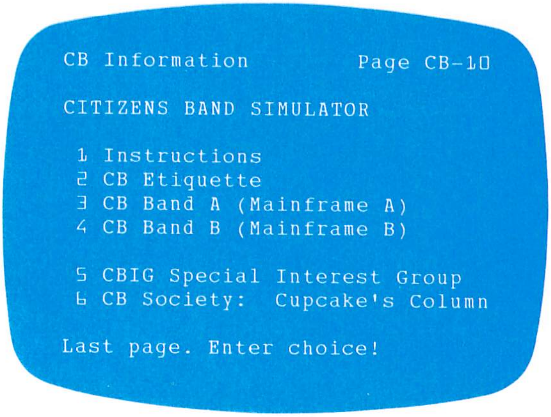
CB Simulator (GO CB)

Some of the most popular features on the CompuServe system are those that let you "talk" to other people from all over the country. You can do this by simply typing your messages onto the screen and reading their replies. Every day you can find hundreds of people to talk to on the CB Simulator and in the conference areas of the various discussion forums.

The CB Simulator was designed to imitate a Citizens Band radio. It lets you choose a "handle" and talk with people on 36 conference channels. Actually, it is like a large party, with different groups of people in different rooms, and you can wander from one room to another until you find some people with similar interests to chat with.

Visiting CB

To get to the CB Simulator, choose Option 2 from the Communications Menu. Or, simply type GO CB from anywhere in the system. You will see this menu:



```
CB Information              Page CB-10

CITIZENS BAND SIMULATOR

 1 Instructions
 2 CB Etiquette
 3 CB Band A (Mainframe A)
 4 CB Band B (Mainframe B)

 5 CBIG Special Interest Group
 6 CB Society:  Cupcake's Column

Last page. Enter choice!
```

Online instructions on the conferencing commands are available by selecting Option 1 from this menu. Those instructions are an abbreviated version of what you see here. Selecting Option 3 or 4 will take you directly into one of the conferencing areas, called Band A and Band B. They operate identically.

Entering CB

Before you enter the CB program, the system will ask for your "handle," which can be a word or words up to 20 characters long. Once in conference, every message you send will be preceded automatically by whatever name you choose. Many users choose descriptive handles — something relating to their work or interests. Some just use their first names. Of course, NEVER use any handle that might suggest what your password is.

After typing in your name or handle, you will be told how many people are on the 36 available "channels." This is the "status report" and it looks like this:

```
(1)15,(3)5,(6)2,(30)10
```

This means there are presently 15 subscribers on channel 1, five on channel 3, two on 6, and 10 on channel 30. The computer will ask which channel you wish to visit (that is, on which channel you wish to send and receive messages).

It is suggested that if you are visiting CB for the first time, choose a channel with only a few people on it. Newcomers can get confused on busy channels.

From this point, you can start "talking" by typing your messages on the screen, ending each messasge with the Enter key. A message should not be longer than 80 characters (about one line on the screen).

The computer will handle the introductions. For example, if you had told the computer your handle is "John" and you had selected channel 6 and at this point you type:

```
Hello, all
```

it would appear to everyone on that channel as:

```
(6,John) Hello, all
```

CB Commands

All the commands are preceded by a slash (/) and are always typed at the beginning of a new line.

/STA is the command for a status report and it will display the number of users on each channel, just like the display you saw when you first came to the conference area, except that this time when you see it, it may look something like this:

```
(1)5,(3)5,(6)3#,(30)10
```

The # sign indicates the channel to which you are tuned.

/TUN allows you to move to another channel. For example, if you wanted to leave channel 6 and go to channel 1, you would enter TUN 1. Now a /STA command would show you (1)6#,(3)5,(6)2,(30)10 — that is, one more person on channel 1 (you) and one less on channel 6 (you again), and the # sign would be moved from 6 to 1.

/MON channel allows you to "monitor" two other channels without actually tuning to them. In other words, you may send messages on only one channel, but you can see the messages being sent on up to three — the channel you are tuned to and the two you are monitoring.

Suppose you were tuned to channel 1, but you still wanted to see what was being said on channel 6. You could enter the command:

```
/MON 6
```

On the /STAtus report, the channels you are monitoring are noted with an asterisk (*). So, at this point, the status report would appear like this:

```
(1)6#,(3)5,(6)2*,(30)10
```

If you decided to monitor other channels too, an * would appear beside the new channel as well.

/UNM channel stops the monitoring of the specified channel or channels.

/USERS (user status) is for those times that you want to see a list of all the users in the conference area. You also can use the /USERS command followed by a channel number to get a user report on a specific channel of the conference.

For example, suppose you needed a list of the users on channel 6. You could enter:

```
/USERS 6
```

and the computer would respond with a list something like this:

```
Job   User ID     Nod Ch Tlk Handle
--- ----------- --- -- --- ------------
 13 70002,002   NYJ  6      Trucker
 28 70007,003   CSJ  6   *  GIRL WATCHER
 42 70002,004   QDC  6      Susie
 78 70007,005   MIA  6   *  Lady Love
134 70002,006   SFA  6      LONELY GUY
```

In this user list, the numbers on the left are "job numbers." (The "job" is a one-, two- or three-digit number the computer assigns to each user when he or she logs into the conference mode. You may need to use it in some special features of conference.)

Following the job number is the subscriber's User ID number, his or her handle and node (the code for the city through which he or she is connected to CompuServe). The asterisks under "Tlk" in the user list indicates that person is in the private "talk" mode and cannot communicate with those on the open channel.

There are other ways to get user information.

/WHO displays the name and User ID of the last person who transmitted on your channel.

/JOB displays your own CB "job number."

/WHERE # displays the user status line of the person with a particular job number or User ID number.

/UID will display the User IDs of the "speakers" as their messages are received.

/NOUID "turns off" the automatic display of User IDs.

/DAY displays the current day, time and date

/BAND # is a fast way to switch to the other CB band, without going through the menus. If you are on Band A and want to see what is happening on Band B, just type /BAND B.

/HELP will give you a list of commands available.

/GO mm-n will let you leave CB and GO to a specific page number in the system (for instance, /GO OLT).

Private and Semi-private Communication

Sometimes on CB you may want to talk more privately with friends. CompuServe has several ways of allowing you some privacy.

One way is "scramble," in which you and your friends can agree in advance on a special code to access to a semi-private area.

Suppose you have agreed to confer with four acquaintances on channel 2 and you have decided on the code word "plan." First, you would all tune to channel 2 and then enter:

```
/SCR PLAN
```

The computer will respond with the message:

```
** Scramble is On **
```

From this point, your transmissions are scrambled — that is, only readable by others who enter the same code.

Incidentally, all the participants in a scrambled conversation do not have to enter the code at the same time. If one of the acquaintances is late, he or she need only tune to the proper channel and enter the /SCR PLAN command to join you. Note, though, that all the participants on a scrambled conversation have to be tuned to the same channel.

/UNS stops the scrambling of your messages. Anything you type after this command will be readable on the open channel.

Suppose you have decided to scramble a conversation but all your participants have not arrived yet and the late arrivals might not know you have scrambled. You would need to monitor the public channel (as well as the scrambled channel on which you are transmitting). Here are two ways:

/SMC code means "scramble and monitor clear." You enter this command when you want to see the messages from those users on the open channel who are not scrambled and at the same time communicate with those who are scrambled.

/XCL code is the reverse. It means "transmit clear," and you can use it when you want to monitor the scrambled conversation while still communicating with those who are not scrambled.

Scrambled conversations are fine if you need to communicate with more than one other user, but if you need to confer privately with only one other user, you might prefer the "TALK" option.

/TALK job number removes you from the open channel and places you in a private area where only you and one other user can send and receive messages.

To use this powerful command, you first should issue a /USERS command and get the job number of the person with whom you wish to talk. (For example, suppose the user list told you that the person's number was 123.) Then you can enter the command:

```
/TALK 123
```

At this point, you would be placed in the private area while the user you were calling would receive a message on his or her screen requesting a "TALK." The "talk request" looks like this:

```
*** Please /TALK with Job 13 (70002,001) JIM S.
```

That person would then type /TALK 13 and the connection would be made. Again, keep your message lines to no more than 80 characters.

In the talk mode, handles do not show up, since it is assumed you know with whom you are talking. Also, while you are in TALK mode, other CB commands, such as /USERS and /STA, are unavailable. When you finish talking, you can enter a Control P to break the connection.

An advantage of "scramble" over "talk" is that many people can participate and you can use all the regular CB commands (get a user list report, monitor another channel, etc.).

Other Commands

Sometimes on public channels, when many users are trying to communicate, what you are typing will seem to run together with what other people are sending. You can enter a Control V to redisplay what you have typed before you actually send it.

If you change your mind about sending a message, you can enter a Control U and everything you have just typed will be erased. Of course, once you press the Enter key, everything you have typed is transmitted, and Control U cannot erase a message once it has been transmitted.

/PAGE # lets you page someone who is in the private talk area to let him or her know you are waiting.

/NOPAGE will prevent anyone from paging you.

/HAN is the "handle" command. If you discover that you have entered your name or handle incorrectly when you entered the CB area, you can change it with this command. After you issue it, the system will ask how you would like your new entry to read.

On busy public channels (and on busy scrambled ones, for that matter), you may wish to block out messages from a particular user. You can "squelch" him or her with:

/SQU name
(where name is the name of the user)

or

/SBU id
(where id is the User ID)

once you have issued either of these commands, the computer will no longer send you messages from that user. Even if that person changes the name he or she is using after you have entered this command, you still will not receive those messages.

/SQU 21or **/SBU** without a name or ID following it will cancel all squelching.

There is a fast way to switch to the other CB band without going through the menus. For example, if you are on Band A and want to see what is happening on Band B, just type /BAND B.

When you are ready to leave the conference mode, type /EXI for exit. If you want to log off the system, type /OFF.

Conferencing in Forums

Most of CompuServe's discussion forums have conference areas activated and schedule regular conferences for their members. Once inside a forum, you can reach that area by selecting the Conference option from the menu or simply enter CO. The commands used in the forum conference areas are identical to those used in the CB Simulator.

In forums, your "handle" is automatically the name under which you are entered in the forum itself. Many forums request that you use only your real name in your membership entry, and discourage the use of handles.

Many forums also schedule conferences with guest speakers. In order to use the real-time communications program fully, they usually ask you to follow a pre-established protocol for asking questions. That protocol is usually outlined in a special bulletin that you can see as you enter the forum's conference area.

Tips on Using CB and Conferencing

The use of obscene language, or other behavior that disrupts CB conversations, may result in the immediate suspension of services. A $10 fee is charged for the account to be reactivated.

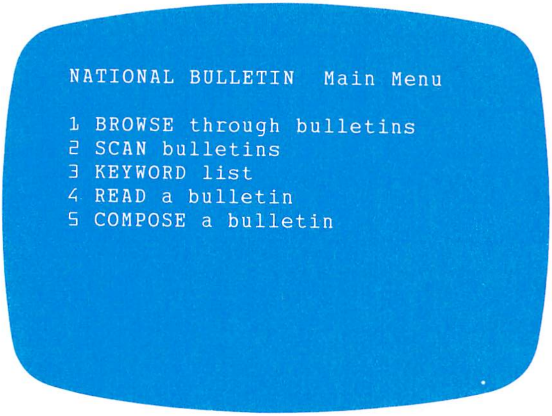
Under no circumstances should you enter your password while in CB, on open channels or in /TALK.

National Bulletin Board (GO BULLETIN)

Posting Buy and Sell Messages

If you wanted to buy or sell something in your community, you might turn to the classified advertisements in your newspaper or your neighborhood public bulletin board — the kind found in grocery stores. The CompuServe community has such a service, also. It is the National Bulletin Board, which you can reach by entering GO BULLET.

You'll see the following menu, if your options are set for menu mode:



```
NATIONAL BULLETIN  Main Menu

1 BROWSE through bulletins
2 SCAN bulletins
3 KEYWORD list
4 READ a bulletin
5 COMPOSE a bulletin
```

Three modes are available in the National Bulletin Board — menu, prompt and command mode, like the three modes featured in EasyPlex. It's best to use the menus until you get familiar with the commands and the way the Bulletin Board works; then you can save time by using prompt or command mode.

Finding Items of Interest

The bulletin board has three sections of messages: general NOTICES, items for SALE and goods and services WANTED.

If you want to get an idea of the types of items listed, you would BROWSE (option 1) or SCAN (option 2). With both commands, you'll be asked which section (SALE, WANTED or NOTICE) you want and you'll be asked to specify a KEYWORD or enter a carriage return to see all keywords. The system will also tell you how many items are listed in each section. BROWSE and SCAN are similar in that both will show you listings similar to this one:

```
5     70004,002  08-May-85  TRS-80
```

The first number (5 in this case) is the message number; the second is the User ID of the person who posted it. Next is the date it was posted and the keyword of the item.

When you use the BROWSE command, you will see a prompt after each item asking if you want to read it or not. If you answer N the next item will be displayed, with the Y/N prompt after it. The SCAN command will list all the one-line descriptions of items without stopping between each one. Jot down the numbers of items you might be interested in reading.

Option 3 displays a list of keywords people have chosen for their bulletin board items. The list is displayed alphabetically and tells you how many items can be found for each keyword.

Reading and Composing Bulletins

Option 4 lets you READ a bulletin item. When you select that option (or enter READ), you will be asked for a message number.

You can COMPOSE your own bulletins with option 5. The system will then open a file for you. The COMPOSE feature of the National Bulletin Board is similar to the COMPOSE feature of EasyPlex. Line-numbered and non-line-numbered editors are available. The editing commands you use to write are identical to the ones you use elsewhere in the system in features like EasyPlex.

Messages placed on the bulletin board may be up to 50 lines of up to 64 characters each. You may re-read your bulletin and/or edit it before you post it. You will be prompted for a keyword and section. And if you change your mind about posting it, pressing ENTER will take you to the previous menu.

Putting Commands Together

The bulletin board lets you put together commands in multi-word strings. This is the fast way experienced users do it in prompt mode or command mode, but it will also work in menu mode. The first word is the command itself (BROWSE, SCAN, READ), followed by the section you are searching for (either SALE, NOTICE or WANTED), followed by a keyword, like this:

command section keyword

If you wanted to look up all the messages about printers for sale, you could enter:

```
SCAN SALE PRINTER
```

This would list the numbers of all the "SALE" messages that contain the keyword "PRINTER". You could just as easily enter:

```
SCAN WANTED PRINTER
```

and get a list of the numbers of any WANTED messages dealing with printers.

You also can add another option to the command — the SORTED option. Entering:

```
SCAN SORTED SALE PRINTER
```

would list information about all the SALE notices with "PRINTER" as a keyword, and they would be sorted in order by the dates they were placed on the bulletin board.

The keyword in your search is optional. You could simply enter SCAN SALE and see a list of all the sale notices on the board. The keyword is a convenient way to narrow the search.

You also see what keywords are in use with the KEYWORD command. For instance, if you entered:

```
KEYWORD SALE
```

the system would display a list of all the keywords in use in the SALE section of the bulletin board and an indication of how many messages have each of those keywords.

Suppose in that list you saw that the keyword "TRAVEL" was used on three different messages. You then could SCAN them with SCAN SALE TRAVEL.

After you have used the SCAN command to find messages of possible interest, you can retrieve individual messages by entering the READ command followed by the message number. For instance, if SCAN produced a list with a message number 119 that looked promising, you could see it by entering:

```
READ 119
```

Many subscribers prefer to save time by combining searching and reading into one operation by using the BROWSE command, which combines the power of the SCAN and READ functions. For example, if you were interested in seeing messages about printers that are for sale. You could enter:

```
VIEW SALE PRINTER
```

After composing a message of your own, you can post it on the bulletin board by putting the commands together. Like this:

```
POST SALE keyword
POST WANTED keyword
```

or

```
POST NOTICE keyword
```

The keyword is used to classify the message for your readers and can be any word you choose, up to 10 characters.

Removing Messages

Your message will stay on the bulletin board for 14 days, unless you decide to remove it earlier by using the ERASE command. Suppose your message was number 106 on the board. To remove it, you could enter:

```
ERASE 106
```

Of course, you may ERASE only messages you posted.

Checking on Your Messages

The CHECK command reports on any messages which you POSTed. It is entered like this:

```
CHECK section keyword
```

The keyword is optional.

Online Help

The most important command for the first-time user of the bulletin board is HELP. Use it to get additional information about all the other commands. HELP provides information related to the menu area you are in. General bulletin board HELP can be found from the main menu; editing help from the EDIT menu; posting help from the POST menu, etc.

You may also get help about a specific command by putting commands together. For instance, if you were to enter:

```
HELP SCAN
```

CompuServe would display more information about the SCAN command.

Leaving the Bulletin Board

To leave the bulletin board feature, entering EXIT will return you to the "Communications/Bulletin Boards" menu. Or you may enter any navigation command, such as GO FORUM or TOP. The OFF command will log you off the system.

Logging On Through The Networks

CompuServe Network
Access made directly into the CompuServe Network is available to all subscribers for the nominal surcharge of 25 cents per connect hour any time of day or night. The CompuServe Network can be reached by a local phone call from most metropolitan areas of the contiguous United States. CompuServe continuously is adding locations and additional communications within existing locations to better serve our subscribers.

TYMNET® Network
Access made through the TYMNET network into the CompuServe Consumer Information Service incurs an additional communications surcharge. The rates can be found in this User's Guide. TYMNET is a communication network provided by TYMNET Inc. and is available by a local phone call from many locations within the contiguous United States and Canada (through DataPac).

Telenet® Network
When Telenet is used to access the CompuServe Consumer Information Service, an additional communications surcharge is incurred. The rates can be found in this Users Guide. Telenet is a communications network provided by GTE Telenet and is available from various locations within the contiguous United States and Canada (through DataPac).

DataPac®
When DataPac is used to access the CompuServe Consumer information Service, an additional communications surchage is incurred. The rates can be found in this Users Guide. DataPac is a communications network provided by Bell of Canada and is accessible only from locations within Canada.

Logging On Through The CompuServe Network

1. **Dial the CompuServe Network Phone Number**
   Possible long distance or other telephone service charges may apply depending upon your telephone company. Listen for the continuous, high-pitched tone. Redial if you do not hear this tone.

2. **Connect Your Communications Equipment With Telephone And Terminal/Microcomputer**
   If using an acoustic coupler, properly position the telephone handset in the coupler. If using a direct-connect modem, connect according to your modem's instructions. If using a microcomputer, connect your communications equipment and execute the terminal emulator program before dialing the phone number.

3. **Enter** [Control C]
   While holding down the Control key, press the C key simultaneously. You can press the Control key before and after pressing the C key without encountering any problems.

   If you accidentally press the [Enter] key (or carriage return key on some keyboards) and receive a Host Name prompt, proceed to the next step.

4. **Enter The Host Name And/Or Your User ID Number**
   If you receive a Host Name prompt, respond by typing CIS and press the [Enter] key (or carriage return key on some keyboards).

   When you receive the User ID prompt, respond by typing in your User ID number and press the [Enter] key (or carriage return key on some keyboards). For example:

   User ID: **70000,11** [Enter]

   Note: The above User ID number is an example number and is not your signup User ID number nor is it usable on CompuServe.

5. **Enter Your Password**
   You are prompted for your password. If you do not type it in exactly, you receive an error message and are given another chance to type it in correctly. Press the [Enter] key (or carriage return key on some keyboards) after typing your password. For example:

   Password: **BOAT*TOUCH** [Enter]

   Note: This above password is an example and is not your signup password.

   Notice that as you type your password it does not print out on your screen. This is a security feature for your protection. As another security precaution, please do not use the above example password for your password.

Logging On Through TYMNET

1. **Dial the TYMNET Network Phone Number**
   (Surcharges will apply.) Listen for the continuous, high-pitched tone. Redial if you do not hear this tone.

2. **Connect Communications Equipment with Telephone and Terminal/Microcomputer**

   If using an acoustic coupler, properly position the telephone handset in the coupler. If using a direct-connect modem, connect according to your modem's instructions. If using a microcomputer, connect your communications equipment and execute the terminal emulator program before dialing the phone number.

3. **Enter Terminal Identifier**

   TYMNET will cause the prompt PLEASE TYPE YOUR TERMINAL IDENTIFIER to display on your screen. If you are logging on at any other speed than 300 baud, this message will be garbled. Type in the letter A. DO NOT follow your entry by pressing the Enter key. For example:

   ```
   PLEASE TYPE YOUR TERMINAL IDENTIFIER: A
   ```

4. **Enter Host Name**

   TYMNET will next prompt you with PLEASE LOG IN. Enter one of the following host names:

   CPS
   CIS02
   CIS03
   CIS04
   CPS01
   CML05 *(if CML05 is used, you will be prompted for Host Name.)*

   followed by pressing the Enter key. If you make a mistake entering your host name, press the Escape key and reenter the host name. Note: If you are using a half duplex terminal, enter a Control H (by pressing down and holding the Control key while simultaneously pressing the H key) — then type in the host name.

   An example of typing the host name follows:

   ```
   PLEASE LOG IN: CIS02 Enter
   ```

5. **Enter User ID Number**

   You will now receive the User ID prompt. Respond by typing in your User ID number and press the Enter key. For example:

   ```
   User ID: 70006,51 Enter
   ```

6. **Enter Your Password**

   You will be prompted for your password. Type it in exactly or you will receive an error message and be asked to reenter. Press the Enter key after typing in your password. For example:

   ```
   Password: BOAT*TOUCH Enter
   ```

   Notice as you type in your password that it will not print out on your screen. This is a security feature for your protection. (Please do NOT use this example as your password.)

Logging On Through Telenet

1. **Dial the Telenet Network Phone Number**
   (Surcharges will apply.) Listen for the continuous, high-pitched tone. Redial if you do not hear this tone.

2. **Connect Communications Equipment with Telephone and Terminal/Microcomputer**
   If using an acoustic coupler, properly position the telephone handset in the coupler. If using a direct-connect modem, connect according to your modem's instructions. If using a microcomputer, connect your communications equipment and execute the terminal emulator program before dialing the telephone number.

3. **Press the Enter Key Twice**
   Telenet will announce itself and will display the terminal port address.

   Note: If you are logging on at half duplex, press the Enter *key, then the semicolon key (;) and then the* Enter *key again.*

4. **Enter Terminal Model**
   Telenet will cause the prompt TERMINAL = to be displayed on your terminal. Type in the response D1 followed by pressing the Enter key. For example:

   ```
   TERMINAL = D1 Enter
   ```

5. **Enter Network Address**
   Telenet will next prompt you with the @ symbol. Type in one of the following codes and press the Enter key.

   ```
   C 202202 Enter
   C 614227 Enter
   ```

   For example:

   ```
   @C 202202 Enter
   ```

6. **Enter User ID Number**
   When you receive the User ID prompt, respond by typing in your User ID number and pressing the Enter key. For example:

   ```
   User ID: 70006,51 Enter
   ```

7. **Enter Your Password**
   You will be prompted for your password. Type it in exactly or you will receive an error message and be asked to reenter. Press the Enter key after typing in your password. For example:

   ```
   Password: BOAT*TOUCH Enter
   ```

Notice as you type in your password that it will not print out on your screen. This is a security feature for your protection. (Please do NOT use this password as your password.)

Logging On Through DataPac (from Canada Only)

1. **Dial the DataPac Network Phone Number**
   (Surcharges will apply.) Listen for the continuous high-pitched tone. Redial if you do not hear this tone.

2. **Connect Communications Equipment with Telephone and Terminal/Microcomputer**
   If using an acoustic coupler, properly position the telephone handset in the coupler. If using a modem, connect according to your modem's instructions. If using a microcomputer, connect your communications equipment and execute the terminal emulator program before dialing the telephone number.

3. **Enter Service Request Signal**
   Enter the appropriate service request signal so DataPac will know what baud rate you are using. Do this by entering one period (.) for 300 baud, two periods (..) for 1200 baud or three periods (. . .) for 110 baud and then pressing the [Enter] key. The service request signal is NOT displayed on your terminal. DataPac responds by displaying a message similar to DATAPAC: 9999 9999 (where the numbers indicate the port address) and waits for you to enter the next line.

4. **Enter SET Command (TYMNET and Telenet only)**
   If you are using TYMNET or Telenet, you may now enter a SET command to request full-duplex service and use of the network's control characters. (If using the DataPac/CompuServe gateway, proceed to step 5.) Type:

   ```
   SET?2:1,3:126 [Enter]
   ```

   The SET command will NOT display on your terminal when entered. DataPac responds:

   ```
   DataPac: Par 002:001, 003:126
   ```

   and waits for you to enter the next line.

   Note: If you wish NOT to receive the DataPac response, enter a space in place of the question mark (?) in the SET command.

5. **Enter Call Request**
Indicate whether you want to connect into the CompuServe network, TYMNET or Telenet once your connection reaches the United States (where the CompuServe Information Service is located). Enter one of the following request codes and press the [Enter] key.

CompuServe	TYMNET	Telenet
P 29400138	P 1 3106,CML05	1311020200202
	P 1 3106,CPS	1311061400227

Please note that CML05 is CompuServe's TYMNET user name that tells the CompuServe network to prompt with Host Name. If you prefer the User ID prompt, use the call request containing the CPS user name.

If you are using Telenet, both addresses entered as shown signal the CompuServe network to prompt with User ID. To receive the Host Name prompt, add .05 to the end of the call request. For example, 1311020200202.05 or 1311061400227.05.

DataPac responds by displaying the connection message:

```
DataPac: call connected
```

signifying that the connection has been made between DataPac and the specified network. The TYMNET network will identify itself by displaying either a semicolon (;) or the message TC> Host is online. The other networks do not identify themselves in any way.

6. **Respond to Host Name Prompt**
The CompuServe network now will prompt you according to the call request you entered in step 5. If you receive the User ID prompt, proceed to the next step. If you receive the Host Name prompt, respond with one of the following:

```
CIS
CPS
```

to display the User ID prompt.

7. **Enter User ID Number**
When you receive the User ID prompt, respond by typing in your User ID number and pressing the [Enter] key. For example:

```
User ID: 76003,5 [Enter]
```

8. You will be prompted for your password. Type it in exactly or you will receive an error message and be asked to reenter. Press the [Enter] key after typing in your password. For example:

```
Password: BOAT*TOUCH [Enter]
```

Notice as you type in your password that it will not print out on your screen. This is a security feature for your protection. (Please do NOT use this example as your password.)

Users Guides, Manuals and Communications Software Available (GO ORDER)

Many guides and manuals are available to help you benefit from your CompuServe subscription. They range from service-specific users guides to game guides to cross-assembler guides. You can find a list and description of them by entering GO ORDER.

Price shown here are subject to change. Please check online for most current prices when ordering. Guides come without binders unless specified.

Users Guides

- CompuServe Information Service Users Guide, spiral bound for easy reading $14.95

Service-Specific Users Guides

- EasyPlex Users Guide $7.95
- Forums/SIG Users Guide $8.95
- MicroQuote Users Guide $6.95
- Flight Planning Users Guide $5.95

Game Guides

- CompuServe Games Users Guide plus Games Highlights Booklet $6.95
- Games Highlights Booklet $2.95
- MegaWars I Users Guide $7.95
- MegaWars III Users Guide $6.95
- Fantasy Game Users Guide $3.95
- Dungeons of Kesmai Users Guide $3.95
- MegaWars I Users Guide plus blueprint series $13.95
- MegaWars I package $18.95

File-Generating & Text-Editing Guides

- EDIT (FILGE) Users Guide $4.49
- EDIT (FILGE) Quick Reference Booklet $2.00
- RUNOFF Users Guide $5.95

Binders

- CompuServe logo vinyl binder with 1″ spine for 8½″x11″ pages $3.95
- CompuServe logo vinyl binder with 1½″ spine for 8½″x11″ pages $4.25

CompuServe Communications Software

- The Professional Connection for the IBM PC, XT and PCjr (on 5¼″ diskettes) with binder $59.95
- CompuServe VIDTEX for Apple II (on 5¼″ diskette) with binder $39.95
- CompuServe VIDTEX for Commodore 64 (two versions: cassette tape or 5¼″ diskette) with binder $39.95

  CompuServe VIDTEX for TRS-80 Model II, TRSDOS required (on 5¼″ diskette) with binder $39.95

  CompuServe VIDTEX for TRS-80 Model III, TRSDOS required (on 5¼″ diskette) with binder $39.95

  CompuServe VIDTEX for TRS-80 Color Computer (two versions: on cassette tape or 5¼″ diskette) with binder $39.95

Personal Color Radar Software

- For the IBM PC with 128K RAM (on 5¼″ diskette) with binder $59.95
- For the TRS-80 Color Computer with 32K RAM Computer (on 5¼″ diskette) with binder $59.95

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Commonly Used Forum Data Library File Names

Commonly Used Stock Ticker Symbols

Names and User ID Numbers of Other CompuServe Subscribers

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Notes

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